2013/14 Report on Multiculturalism

BRITISH COLUMBIA

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Letter to the Lieutenant Governor of the Province of British Columbia

To Her Honour
The Lieutenant Governor of the Province of British Columbia

May it please Your Honour:

Pursuant to section 7(3) of the *Multiculturalism Act*, I respectfully submit the 20th annual report on the operation of the Act. This report covers the activities for the 2013/14 fiscal year.

Respectfully submitted,

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Letter to the Minister

Honourable Teresa Wat
Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2013/14. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2013/14.

Sincerely,

Shannon Baskerville
Deputy Minister

Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

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Minister's Message

It is a pleasure to present the annual Report on Multiculturalism: Government of British Columbia (2013–2014). For 20 years, each government ministry and corporation has submitted a report to the Minister Responsible for Multiculturalism that highlights initiatives designed to foster and sustain an internal culture of inclusion throughout the B.C. government and beyond, and ensures that public services are accessible to all British Columbians.

One of B.C.'s greatest strengths is the diversity of the people who call this province home. British Columbia is the most ethnically diverse province in Canada and welcomes nearly 40,000 new immigrants every year.

The Report on Multiculturalism outlines government's commitment to diversify the B.C. Public Service so that it's inclusive of all British Columbians. It also provides many examples of the excellent work being done across government to promote multiculturalism and engender a culture of acceptance, understanding and mutual respect.

Within this report are examples of commitments to both the goals of the Multiculturalism Act — to recognize that diversity enriches the lives of all of us — and the goal of putting families and communities first. Commitments include: attracting, developing and retaining a workforce in the public service that reflects British Columbia's cultural diversity; and, in recognizing B.C.'s expanding diversity, government agencies are increasingly providing translated materials to the public in multiple languages in addition to English.

Many events were held over the course of the year to understand multicultural issues. For example, nearly 250 members of the multicultural community participated in a series of five community engagement meetings that were held with the focus on diversity and inclusion and, in February, Bullying Awareness Day was celebrated on the steps of the legislature by students who have a passion for the arts — with a flash mob and slam poetry.

Our role in government is to create an environment in British Columbia where an inclusive and diverse population supports our shared communities. Multiculturalism is an asset that helps our economy grow and promotes prosperity.

I would like to acknowledge the Multicultural Advisory Council for the hard work they have done this year and thank them for their valuable efforts and contributions to multiculturalism in BC over the past 26 years.

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Multicultural Advisory Council

Established in 1988, the Provincial Multicultural Advisory Council (MAC) turned 25 in 2013. The MAC has a mandate to advise the Minister Responsible for Multiculturalism on issues respecting to multiculturalism and to perform any other duties or functions specified by the Minister as set out in the Provincial Multiculturalism Act.

The MAC members, who have expertise in multiculturalism and anti-racism issues, are appointed by the Lieutenant Governor in Council from communities across B.C. In December 2013 the appointment of Chairman Tenzin Khangsar and seven new members to council has strengthened the MAC's role to assist the Ministry with its work to: promote the value of diversity and inclusiveness in B.C. communities. Helping to promote economic prosperity in communities across the province while simultaneously positioning the province for long-term growth and creating jobs for British Columbians.

'PROSPERITY AND INCLUSION' SERIES OF COMMUNITY ENGAGEMENT MEETINGS

The MAC organized 'Diversity and Inclusion' series of Community Engagement Meetings with the key stakeholders from government, non-profit agencies, businesses, community organizations, service providers, law enforcement, and educational institutions. Five Community Engagement Meetings were held in Coquitlam, Surrey, Vancouver, and Victoria over the period from November 2013 to March 2014 in which more than 250 stakeholders participated.

The objectives of these Community Engagement Meetings were to invite participation from a cross-section of community, business, non-government, health, law enforcement, and education partners to identify the gaps in and barriers to participation in provincial programs and services and to explore opportunities and strategies for stronger collaboration and partnerships.

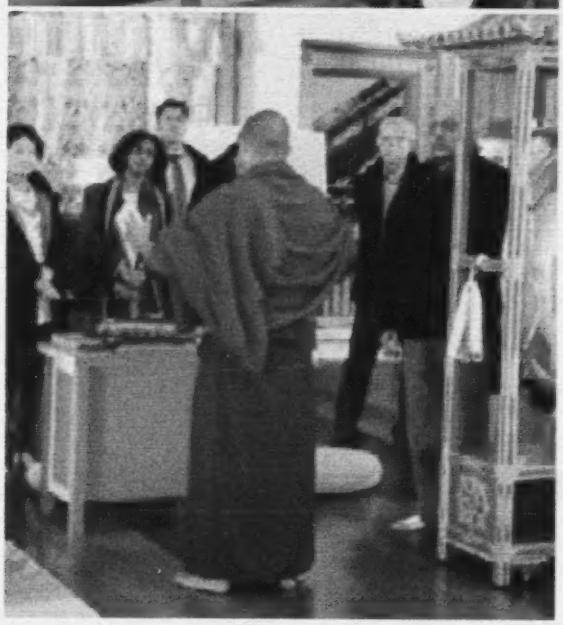
Each of the five meetings was organized in partnership with the community or business stakeholders who proactively set the agenda for these meetings in partnership with the Multicultural Advisory Council as well as providing supported for the meetings.

All of the Community Engagement Meetings received an overwhelming response. A wide number of participants represented organizations that provide direct services to immigrants, such as job search and labour market information, health care, education and training, language and translation services. Many of these organizations work in the social development arena advocating for a fair and representative voice for the First Nations and immigrant communities. The business-focused group represented organizations that provide services and assistance to immigrant-based businesses that seek to extend and enrich economic opportunities.

The final meeting of the series in partnership with the Business Council of British Columbia was concluded with the keynote presentation by the Honourable Teresa Wat. The meeting was very timely, as it also marked the International Day to Eliminate Racial Discrimination (March 21).

DIVERSITY EXPRESS TO CELEBRATE MULTICULTURALISM WEEK

On Nov. 19 2013, a multicultural tour from Vancouver's Robson Street to Richmond was organized by the MAC to celebrate annual Multiculturalism Week. Multiculturalism Week is an annual event that has been proclaimed by the provincial government since 1993 as recommended by the Multicultural Advisory Council. Multiculturalism Week complements the spirit of the Multiculturalism Act (1993) which recognizes diversity, encourages respect for multicultural heritage, racial harmony and the full and free participation of British Columbians in every aspect of political life.



The Diversity Express, a 38-passenger chartered bus, travelled to No. 5 Road in Richmond. Known as the 'Highway to Heaven', No. 5 Road is the most diverse, multi-faith and multicultural street in British Columbia, where more than 26 religious edifices of all denominations are located. The three-kilometre road has religious institutions and schools from the Buddhist, Sikh, Hindu, Jewish and Muslim traditions, blending English with a myriad of global languages.

More than 25 employees participated in the multicultural tour to visit various faith organizations and schools on No. 5 Road. The MAC invited participation from all B.C. ministries, Crown Corporations and government agencies. The objective of this initiative was to promote cultural awareness and religious understanding by exploring the vast array of faiths, religions and spiritual practices that co-exist peacefully in British Columbia.

THE FIFTH ANNUAL PROVINCIAL NESIKA AWARDS

The fifth annual Provincial Nesika Awards proved that multiculturalism is flourishing in British Columbia. More than 400 people attended this flagship event at the Science World OMNIMAX Theatre with Minister Responsible for Multiculturalism Teresa Wat there to present the awards.

The annual event honours individuals and organizations that promote multiculturalism in B.C. Awards were given in five categories - Individual, Business, Organization, Youth and, new this year, Multicultural Excellence in Government. The new category recognizes the commitment government organizations are making to promote multiculturalism, both internally and externally.

All recipients received a trophy. Recipients in the first four categories also received a $5,000 cheque to be given to a recognized organization of their choice to further advance multiculturalism in British Columbia.

The provincial Nesika Awards started in 2008 to recognize the people, organizations and businesses whose exceptional work helps bring our diverse cultures together. The Province's Multicultural Advisory Council organizes and sponsors the awards to honour and celebrate British Columbia's cultural diversity and Aboriginal heritage. www.flickr.com/photos/bcgovphotos/13768146604/in/photostream

Photos (top to bottom): The fifth annual Provincial Nesika Awards proved that multiculturalism is flourishing in B.C. More than 400 people attended this flagship event at the Science World OMNIMAX Theatre with Minister Responsible for Multiculturalism Teresa Wat there to present the awards.

KOREAN BUSINESS-COMMUNITY ENGAGEMENT MEETING

The Multicultural Advisory Council organized a Korean Business-Community Engagement Meeting on June 26, 2014 at Canada Place in partnership with the Canada-Korea Business Association. More than 15 participants discussed enhanced business opportunities driven by the recent Canada-Korea Free Trade Agreement. The discussion focused on challenges, opportunities and the strategies to strengthen Korea-British Columbia economic, social and cultural relations.

HONOUR AND RECOGNITION

ANAR POPATIA

Anar Popatia, member of the Multicultural Advisory Council, received the 2013 RBC Top 25 Canadian Immigrants Award. This is a peoples' choice award that recognizes people who have come to Canada and have made a positive difference living here.

Anar came to Canada 28 years ago as an international student seeking what so many other newcomers desire: a better education and a better life. Reflecting back on her early years in Canada, Anar describes her settlement journey as "an extremely amazing experience." Rather than dwell on the inevitable challenges that come with adapting to life in a foreign country, she chose to maintain a positive attitude throughout. "I focused on the many gifts I received as a newcomer - so much kindness and generosity from my peers and professors, and a host family that took me in as their own," she said. "These things were precious to me; they made me feel like I belonged."

Respectfully submitted,

Tenzin Khangsar
Chair

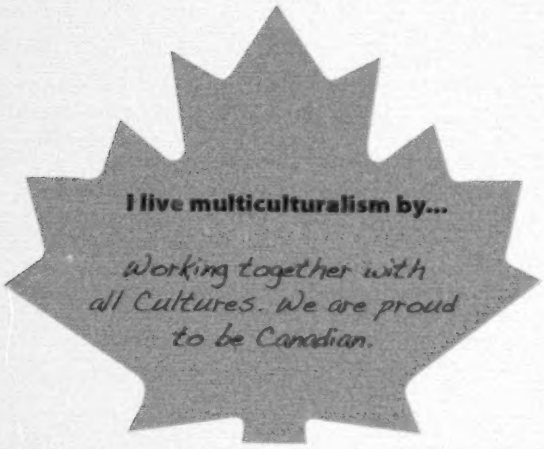
CURRENT MEMBERSHIP OF THE MULTICULTURAL ADVISORY COUNCIL (JANUARY 2015):

Tenzin Khangsar (Chair)
Ruby Rose F. Asuncion
Dennis Chan
Manpreet Dhillon
Eun Kyeang (Kelly) Hwang
Steve H. Kim
Charles Mak
Anar Popatia
Tanveer M. Siddiqui
Myrt E. Turner
Angela Hollinger
Garrison Duke

Intergovernmental Relations Secretariat

MANDATE

As the Government of British Columbia's primary interface with other governments in Canada, the United States and the international community, IGRS is committed to embedding the public service diversity goals in our everyday work practices.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

IGRS is part of the Office of the Premier. As a small organization with a compliment of 25 employees, IGRS does not on its own meet the threshold established by BC Stats for a ministry-level workforce profile (i.e. minimum of 50 employees). Consequently, we are unable to conduct statistically relevant sampling on questions relating to diversity awareness.

This also precludes us from developing detailed diversity plans envisioned for each ministry based on concrete qualitative and quantitative data that leverages other corporate or organizational strategies that may be applicable in other parts of the Office of the Premier. For example, we are pleased to note that we are multi-ethnic and multi-lingual in official and foreign languages.

However, in the absence of the workforce profile for our organization, we are not able to provide a ministry-based case description of the current composition of our workforce or denote individuals within our organization as people with disabilities, aboriginal peoples, or visible minorities.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

We can report that diversity principles are strongly reflected in the current activities conducted by IGRS. IGRS actively applies a diversity filter lens in our hiring practices and takes advantage of opportunities as they arise to promote the importance of diversity in our intergovernmental activities.

We are very cognizant that we represent the face of British Columbia to representatives of foreign governments and international dignitaries, as well as stakeholders and heritage communities. Diversity practices are central to our mandate and business practices, and IGRS has been involved in cultural sensitivity training for B.C.'s elected representatives and officials from various ministries and agencies as part of our core business.

In 2013-2014, IGRS maintained an inventory of foreign country, state and city profiles and etiquette guides on BC's priority countries, which we provide to elected representatives and officials participating in outgoing trade and investment missions and receiving incoming foreign missions. The purpose of these profiles and guidelines is to inform and sensitize B.C. government representatives about the diverse political, economic and cultural situations and attributes of foreign countries with whom British Columbia has relations.

Going forward, IGRS remains fully committed to being and remaining a model for the public service by taking concrete actions to more fully reflect and respond to the interests and aspirations of the public we serve. We will do this by focusing on a select number of corporate priority action areas, identified below, and by maximizing the diverse and unique talents that our staff bring to their work in all areas of IGRS business.

HIGHLIGHTS OF INITIATIVES

Attract, develop and retain a workforce in the public service that reflects British Columbia:

» Apply diversity filter in new hires, building on existing practice of looking for language and cultural sensitivity skills for both Protocol and Policy staff.

Embed the principles of diversity in the practices, policies and services of government:

» Promote aboriginal cultures through the choices of official Protocol gifts presented by the Premier or her representatives on behalf of the Government of British Columbia to international visitors.

» Continue to arrange for Aboriginal representation and diverse faith representatives at official functions of government to reflect the diversity of the province.

» Support the participation of B.C. elected representative at the Ministerial Conference on the Canadian Francophonie that profiles the contribution of Francophone immigration to the economic, social and cultural development of Canadian society, and its role in the country's economic growth.

Remove barriers in our interactions with citizens and within the public service:

» Work to increase cultural sensitivity among ministers, senior officials and across government in their interaction with the Consular Corps and foreign officials by organizing, delivering and participating in cultural sensitivity sessions.

» Raise the recognition of national days of other countries (especially those represented by consulates in Vancouver) by facilitating increased presence of government representatives.

» Increase access to government resources in language other than English by partnering with ministries responsible for health, education and justice.

Ministry of Aboriginal Relations and Reconciliation

MANDATE

The Ministry of Aboriginal Relations and Reconciliation (MARR) is the B.C. Government's lead for pursuing reconciliation with the Aboriginal peoples1 of British Columbia.

A key component of reconciliation involves creating relationships that are mutually beneficial through collaboration and commitment. This includes working together to create a strong economy and a secure tomorrow so that all British Columbians, including Aboriginal peoples, are able to pursue their goals.

» ***Goal 1:*** Immediate opportunities for improved Aboriginal participation in the economy and increased certainty for development.

» ***Goal 2:*** Respectfully reconcile provincial interests with First Nations' Aboriginal and treaty rights.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Embracing diversity as part of the ministry's corporate culture is integral to its ability to meet citizens' needs and expectations. The ministry's current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue. The ministry is developing a toolkit with practical aids to build employee understanding and awareness; planning to showcase diversity and inclusiveness on our employee learning and development site; and launching an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve.

MARR's vision and mission statements and values support the goals of reconciliation with Aboriginal people in British Columbia. Even the concepts of inclusion and diversity are captured in the meaning of the word "Aboriginal". From a provincial perspective, "Aboriginal people" living in B.C. refers to First Nations (status and non-status) who are connected to a B.C. land base or who come from other provinces in Canada. It also includes Métis people from B.C and other places in Canada, and Inuit whose communities are located in northern Canada and have moved to B.C. The 1982 Constitution Act's definition of Aboriginal Peoples includes the Indian, Inuit and Métis peoples of Canada. "First Nations" is the generally preferred term for Indian peoples of Canada.

MECHANISMS AND PROCESSES ESTABLISHED FOR INVOLVING EMPLOYEES AT ALL LEVELS TO PROMOTE MULTICULTURALISM

The ministry is currently updating its orientation for new employees to ensure they have the tools and resources available to work knowledgably, respectfully and effectively with Aboriginal people, organizations and communities. The orientation will make readily available the key learning tools and resources for understanding cultural and historical facts and events and that are a necessary foundation for all ministry employees working in a multicultural environment.

The ministry encourages all hiring managers and employees to include the Aboriginal Relations Behavioural Competencies in their worker and to apply them to job descriptions and to conversations that support improving overall work performance.

Aboriginal Relations and Reconciliation Minister John Rustad paddled into False Creek, along with members of several B.C. First Nations and other dignitaries, as part of the All Nations Canoe Gathering. The Canoe Gathering marked the beginning of Reconciliation Week in B.C., and coincided with the sixth national event of the Truth and Reconciliation Commission.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The Ministry of Aboriginal Relations and Reconciliation is composed mostly of people of European descent, with a small number of Aboriginal people, people of colour and visible minorities. In the ministry, Aboriginal employees come from a wide range of backgrounds including having been adopted by non-Aboriginal parents and growing up off-reserve in urban areas.

Each person or cultural group is encouraged to be aware of the diversity of backgrounds that all employees share and show pride and interest in all cultures. MARR 101s are examples of learning opportunities where employees are encouraged to learn about diverse Aboriginal cultures and the importance of supporting cultural diversity. It is no surprise that employees from diverse cultural backgrounds also notice many commonalities.

In partnership with the Public Service Agency, MARR was a co-developer of the Aboriginal Youth Internship Program and has proudly hosted Aboriginal Youth Interns since program inception. MARR has provided job skills training and mentorship to help grow the capacity of Aboriginal youth. Each intern has brought his or her world views to the workplace and has demonstrated how the ministry's vision may better align with youth priorities and needs.

The First Peoples' Cultural Council (FPCC), a First Nations-run Crown corporation, has been offering services and programs to support First Nations language, arts and culture revitalization in B.C. since 1990. In 2013/14, FPCC worked in partnership with the Royal B.C. Museum to create "Our Living Languages". A highly interactive exhibition, Our Living Languages (OLL) showcases the First Nations languages of B.C. and the people who are working hard to revitalize them. As part of his placement, one of the ministry's Aboriginal Youth Interns contributed to the development of the OLL.

New partnerships to support multiculturalism

MARR is particularly excited about Chief Chester Moore (Simoogit Hlayim Wil) of Gingolx (one of the three Nisga'a Village Governments) who received the Order of British Columbia.

Chief Chester Moore (Simoogit Hlayim Wil) of Gingolx (one of the three Nisga'a Village Governments) recently received the Order of British Columbia in recognition of his extraordinary contribution to the province.

Through his dedication to the preservation of traditional Nisga'a arts in carving, cultural feasts, and dance groups, he is a true example of the positive difference one person can make in a community and is an inspiration to all British Columbians.

Through his many years of active participation in composing music, teaching cultural dance, and creating traditional art, he has supported with enthusiasm, the cultural survival of the Nisga'a. By advising and providing research for the development of the Gingolx website, he has continued to promote the sharing of Nisga'a culture through electronic and multimedia technology so that British Columbians can further appreciate the multicultural fabric we are all part of.

HIGHLIGHTS OF INITIATIVES

OFF RESERVE HOUSING

British Columbia is committed to the Transformative Change Accord, which includes a specific goal of closing the gap in affordable, safe housing between Aboriginal and non-Aboriginal people. In May 2008, B.C. signed a Memorandum of Understanding (MOU) with the First Nations Leadership Council and the Federal Government, pledging to work together to improve housing conditions on and off-reserve for B.C.'s First Nations people. A tripartite technical committee is responsible for overseeing the implementation of the MOU.

In support of the MOU, the Technical Committee undertook housing projects which were led by MARR. The projects focussed on utilizing existing provincial training and employment programs to augment new federally funded on-reserve housing units and renovations of existing units.

In June 2012, senior officials approved building on and expanding the community-based housing projects in the First Nation communities of Gwa'sala 'Nakwaxda'xw, Moricetown, Nuxalk and Tla-o-qui-aht.

In 2012/13, MARR along with the Moricetown Band and Office of the Wet'suwet'en collaboratively developed and co-hosted an off-reserve Aboriginal housing workshop.

Fifty-eight people attended from four Wet'suwet'en communities, the Office of the Wet'suwet'en, Wet'suwet'en members, housing-related community organizations, businesses / corporations, and government. Key outcomes included the first Wet'suwet'en Aboriginal Off-Reserve Housing Strategy for community members living off-reserve. MARR also developed a needs assessment in partnership with First Nations and a range of training initiatives in partnership with First Nation communities, building the capacity of band staff and members.

OFF RESERVE ACTION PLAN

In B.C., 78% of all Aboriginal people live off-reserve. The Oct. 3, 2011 Speech from the Throne acknowledged the importance of the off-reserve Aboriginal population in B.C. and noted that: "With increased movement of Aboriginal people into urban centres comes the opportunity to strengthen and align our efforts with urban Aboriginal communities. The government will work with Aboriginal partners, the federal government and local governments to develop an off-reserve Aboriginal action plan to achieve better education and job training, healthier family life, and strengthened cultures and traditions."

The Ministry of Aboriginal Relations and Reconciliation is tasked with coordinating the Off-Reserve Aboriginal Action Plan (ORAAP). To achieve this, MARR convened a Provincial Coordination Team (PCT) responsible for overseeing the development and implementation of ORAAP. The PCT includes representatives from the B.C. Association of Aboriginal Friendship Centres, Métis Nation B.C., Union of BC Municipalities, Aboriginal Affairs and Northern Development Canada, MARR, Ministry of Social Development and Social Innovation and the Ministry of Children and Family Development.

As noted in the October 2011 Throne Speech, B.C. is committed to developing an Off-Reserve Aboriginal Action Plan (ORAAP) to improve socioeconomic outcomes for off-reserve Aboriginal people in B.C. To fulfill this commitment, to date MARR has:

- Built a funding partnership with the federal government through the Urban Aboriginal Strategy to support ORAAP initiatives.
- Formed a Provincial Co-ordination Team involving representatives from Aboriginal organizations and all levels of governments to oversee the development and implementation of ORAAP.
- Signed a Memorandum of Collaboration with Aboriginal Affairs and Northern Development Canada and a Protocol Agreement with the B.C. Association of Aboriginal Friendship Centres (B.C.AAFC) which will guide the work of the parties to improve socio-economic outcomes for urban Aboriginal communities.
- Implemented five ORAAP community-based pilot projects in Vancouver, Surrey, Prince George, Kamloops and Duncan to develop plans that reflect local interests and improve socioeconomic outcomes of urban Aboriginal people.
- Implemented an Aboriginal social innovation competition to mobilize Aboriginal communities and organizations to generate innovative ideas that will have positive social impacts.

In March 2013, the Ministry of Aboriginal Relations, in partnership with the B.C. Public Service, renewed their commitment to implement the tools and initiatives under the Building Capacity in Aboriginal Relations strategy (BCAR). The BCAR web page (the Aboriginal Relations Resource Centre (ARRC) is the corporate site that offers B.C. public service employees across all ministries, relevant up-to-date information, events, tools and a discussion forum about government's work and relationships with Aboriginal people.

Since the establishment of ARRC, the web pages have become known by public service employees as the "go-to" place to access internal and external information on Aboriginal people and a meeting place for public employees working in Aboriginal relations.

Throughout 2013, the ministry of Aboriginal Relations and Reconciliation took a lead in the multicultural "Truth and Reconciliation" initiative:

» The Chair of the Truth and Reconciliation Commission of Canada, Justice Murray Sinclair, came to the ministry to present at a learning session. He informed participants about the history of residential schools and the legacy left from a century long policy of removing Aboriginal children from their families to attend residential schools. http://www.trc.ca

» The ministry also arranged for Chief Robert Joseph and Karen Joseph from the Truth and Reconciliation Commission of Canada to come to the ministry to present a learning session about the legacy of residential schools, and led a healing circle for staff.

» In September 2013, MARR staff traveled to Vancouver to participate and volunteer during "Truth and Reconciliation Week". Ministry staff helped to organize 5,000 high school-aged people to attend the "Education Day" and others assisted by participating in the canoe journey welcoming and with the Walk for Reconciliation.

» During the Truth and Reconciliation week, the ARRC site featured a number of bloggers, video clips and news updates about this special event. Corinne Shepheard, negotiator, Negotiations and Regional Operations Division, with the ministry of Aboriginal Relations and Reconciliation, wrote a thoughtful blog about her experience at the Walk for Reconciliation entitled "Rain at the Truth and Reconciliation Walk".

Rain at the Truth and Reconciliation Walk

An elder said that when it rains really, really hard, it means the spirits are letting go of all of their tears. Which must be why the Vancouver Truth and Reconciliation Walk seemed like such a cleansing experience to me.

I heard that 70,000 people were there, and I am not surprised. There was a sea of umbrellas, a mountain of Gore-Tex, interspersed with cedar hats, button-heavy regalia, beading, fringe, blankets, banners, placards and rubber boots. Plastered to the pavement, were the wet, feathery remnants of the morning's eagle down ceremony, eventually walked over by everyone.

People waited and listened patiently in the wind, rain and drizzle while event organizers and First Nation leaders spoke eloquently. A lost child was directed to his mother. Keynote speaker Bernice King, daughter of Martin Luther King, gave a passionate speech about respect, reconciliation and living together in harmony. Dancers, drummers and a sunny yellow choir were part of the program, but every so often, drumming and singing burst spontaneously from different parts of the crowd, irrepressible and happy.

The walk began slowly, with people shuffling together, tightly packed beneath an arch decorated with cedar. Despite the serious intent, and the pouring rain, it seemed to me that spirits were light. The First Nation participants were so proud. One young man walked by himself with a big 'Namgis banner on two poles, smiling and laughing at its heavy awkwardness, but still managing to hold it up high. As we walked along the Georgia Street viaduct, we started to see people from the front of the pack walking back towards us on the Dunsmuir side, smiling and waving their flags.

The further we walked, the more smiling and laughing I saw. The rain did not let up. It might drizzle for a bit and umbrellas would lower, then more rain would fall - harder and sideways, propelled by gusts of wind. We passed by mask-wearers and more drummers. People were open and fresh, interacting with each other so naturally. As we walked back under the viaduct to the finish, we came across a graffiti drawing of a young Queen Elizabeth in braids and buckskin, and she looked great. That's my idea of reconciliation. What's your experience?

HIGHLIGHTS OF INTERNAL AND EXTERNAL INITIATIVES

The Community Development Branch works with First Nation communities across B.C. on community-driven capacity building projects/ initiatives. Youth-related challenges are often high on a community's list of priorities and in response to this shared priority, the branch offers:

- To work directly with First Nations, at their invitation, to promote youth engagement and leadership development.
- To work across government to enhance government capacity to work more effectively with Aboriginal youth, i.e. cross government youth engagement network.
- To work with youth workers and service providers.

Aboriginal Youth Workers Forums

Skill building and networking events for service providers to youth in FN communities and Aboriginal organizations.

The participant pool is very diverse, bringing together all ages (youth workers may be anywhere from 17 to 80+ years of age) and members of Métis organizations, First Nations on-reserve and off-reserve/ urban people, and non-Aboriginal people working in the sector. As such, we have defined an Aboriginal youth worker as:

youth worker, n.: Pronunciation: /juːθ ˈwɜːrkər; ˈwɜːkə(r)/
A selfless person that gives 110% to their work every day. Youth workers are dedicated to empowering strength and fostering leadership in young people. They work tirelessly, sometimes without recognition, to create meaningful, respectful and trusting relationships with their youth. A youth worker strives to support youth to live successful, happy and healthy lives.

The first forum was hosted on Vancouver Island in November 2011. Since then, four more forums (three-day events) have been hosted in various regions across the province. To date, more than 200 youth workers and service providers have attended. Active networks exist via social media and help to keep regional groups of youth workers in contact with each other by sharing resources, offering mentorship and coaching, and aligning work.

Following the most recent forum in Prince Rupert in March of this year, a B.C. Aboriginal Youth Workers YouTube channel was established to connect youth workers and the public to video resources. Eight instructional vignettes were created to highlight the workshops and activities highlighted during the forum. To date, three videos have been released, with the other five being released over the next few months. Please visit the channel at: http://goo.gl/7BeO5g

You can view the video from the regional Aboriginal Youth Workers Forums at: www.youtube.com/watch?v=KRZdDFXWZM8

Youth workers from different nations coming together in circle during the Prince George Aboriginal Youth Workers Forum, 2013.

Dawn Lindsay-Burns, MARR Community Developer, shares a particularly touching experience at one of the regional Aboriginal Youth Workers Forums

He knelt down in the center of the sharing circle, sobbing and holding his head. Overcome with emotion and desperation, he used his opportunity for sharing to weep and beg the other youth workers in the circle for help. The story he shared was his own — a dark, but truthful depiction of a young Aboriginal boy moving through puberty and trying to navigate the world. Struggling to find his way and sort out his identity, he found himself feeling lost, slipping through the cracks that exist in our communities and contemplating his life on several occasions. This was too much for a young man to handle on his own. He felt alone. Sitting in his loneliness, he also fought feelings of neglect, discrimination and exclusion by his own community.

He shared a story of a failed suicide attempt in his late teenage years. Soon after, he became connected to a youth worker from a local organization.

A year of effort: closeness, mentorship and friendship from this youth worker resulted in the young man's personal transformation. Having someone who was willing to stand beside him, walk with him, teach him, and help him find his way, helped to propel him into seeing himself differently; he would now reflect on his potential – he now saw a future. Inspired by the generosity he received, he dedicated his future to gaining the skills that would support him to help other young men who were suffering in the same ways that he had. He is now a well-regarded youth worker and advocate to youth, sitting among peers in the sharing circle.

He now wiped the tears from his eyes and rose. Standing firmly on two feet and speaking directly to each member of the sharing circle. He confidentially committed himself to working tirelessly alongside each member to make life better for the youth that they each serve. He knew firsthand that there were too many young people facing similar challenges and walking their path alone. He challenged the circle to meet him. The members of the circle, all local youth workers, rose. Standing with him, each member approached him and offered a nurturing embrace, accepting his challenge and extending a commitment to work collectively.

Graphic recording by Corrina Keeling – highlights the work taken place at the Prince Rupert Aboriginal Youth Workers Forum, 2014.

Ministry of Advanced Education

MANDATE

It is the role of the Ministry of Advanced Education to ensure that B.C.'s post-secondary system delivers value while providing educational and training opportunities for young people entering the workforce and existing workers who need to upgrade their skills. We champion inclusive communities and an integrated post-secondary education system to maximize benefits to all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We welcome and value diversity in the workplace and we are committed to ensuring a respectful environment, free from discrimination and harassment. Executive works to ensure a diverse perspective is embedded into our workplace culture and approach to our programs, policies, and services. All of our employees are supported as active participants in this work.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

We acknowledge the strength gained in our workplace and in our province through embracing diversity and we understand the role our organization has to play in that regard.

Our approach to multiculturalism is guided through our diversity plan. This plan outlines steps we are taking to develop our workplace culture, and embed principles of cultural diversity within programs and services in response to the diverse needs of our students. Our commitment to supporting multiculturalism through post-secondary partnerships is demonstrated in our approach to international and Aboriginal education and English as a Second Language (ESL) training. Complementary to this work, we have undertaken several workplace activities to support and embrace diversity as an employer.

HIGHLIGHTS OF INITIATIVES

INTERNATIONAL EDUCATION

- The ministry released the International Education Strategy in May 2012. This Strategy supports greater inward mobility of international students, outward mobility of British Columbians and a more internationalized education system here at home.
- Our students and faculty are taking opportunities to study and participate in education systems abroad which provide British Columbians with culturally diverse experiences and perspectives, and contribute to a more globalized citizenry and economy in British Columbia. Residents can obtain StudentAid BC funding to study internationally provided they enrol in an eligible program at an eligible institution. www.aved.gov.bc.ca/studentaidbc/apply/eligibility
- The BC Council for International Education has received funding to help promote British Columbia as a preferred study destination for international students.

ABORIGINAL EDUCATION

- The Aboriginal Training Employment Program funds Aboriginal service providers to deliver culturally relevant employment training to Aboriginal people.

» An Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan was developed in partnership with the First Nations Education Steering Committee, the Indigenous Adult and Higher Learning Association, the Métis Nation BC, the First Nations Public Service, BC Colleges, BC Association of Universities and Institutes, the Research Universities' Council of BC and government representatives. Its goals, objectives, actions and targets will enable the implementation of a 2020 Vision for Aboriginal learners to succeed in an integrated, relevant, and effective post-secondary education system that enhances their participation in the social, cultural and economic life of their communities, the province, and global society.

» Funding for the implementation of Aboriginal Service Plans is provided to 11 public post-secondary institutions in support of initiatives for Aboriginal learners, to strengthen partnerships and collaboration in Aboriginal post-secondary education; and increase the receptivity and relevance of post-secondary institutions and programs for Aboriginal learners, including providing support for initiatives that address systemic barriers.

» The Aboriginal Community-Based Delivery Partnerships Program enables an increased access to employment-related training and education in Aboriginal communities and provides post-secondary education and training opportunities to a broad range of Aboriginal participants, in order to position Aboriginal people and communities to take advantage of economic opportunities.

ENGLISH AS A SECOND LANGUAGE

» Through 17 public post-secondary institutions, ESL training is offered to permanent residents and Canadian citizens to provide individuals whose first language is not English with a vital access route to further education, training, and employment.

» We continue to provide financial assistance to ESL students with a demonstrated financial need under the Adult Basic Education Student Assistance Program to help with associated fees, books, transportation, child care and other costs.

» 2014/15 is a year of transition for ESL in the public post-secondary system, as Citizenship and Immigration Canada (CIC) resumes administration of the majority of immigrant settlement and language programs in B.C.

» The ministry is working with CIC and public post-secondary institutions to ensure immigrants continue to have easy access to the language instruction they need to transition to further post-secondary training and meaningful employment.

DEVELOPING MINISTRY CULTURE

» To assist a business unit adjust to disruptive staff changes that had happened over the past year, the unit attended a Coast Salish Aboriginal Healing Circle and cultural awareness session as a means of assisting the group to work together more cohesively as well as furthering understanding and incorporating Aboriginal perspectives into our programs, policies and services.

» We continue to promote and provide access for staff to participate in cultural awareness and diversity activities and training like the TELTIN TE WILNEW (Understanding Indigenous People) that taught staff the reasons for and practices of acknowledging Indigenous territory. Learners took away new knowledge and practical skills to support improved relationships with Aboriginal people.

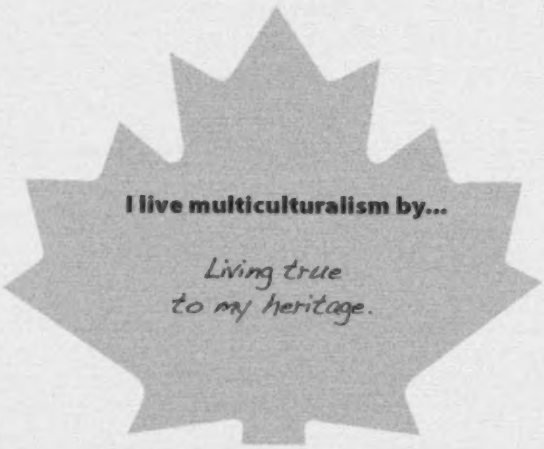
» We have established a partnership with the BC Public Service Agency Hiring Centre to create and provide informal training for hiring managers to assist in promoting diversity and removing barriers throughout the recruitment and selection process.

» We continue to offer support and employment opportunities through the Aboriginal Youth Internship Program.

Ministry of Agriculture

MANDATE

The Ministry of Agriculture works to promote an innovative, adaptive and globally competitive agrifoods sector that is valued by all British Columbians. The ministry supports B.C.'s priorities for a strong economy and secure tomorrow by stabilizing and expanding agrifoods production and incomes, promoting environmental stewardship, and safeguarding animal, plant and human health.



For 2013, as per the mandate letter provided to our minister on June 10 2013, the primary goals for Agriculture were:

» Balance our ministerial budget and control spending.

» Ensure the Agriculture Land Commission is delivering on the improvements promised arising from the budget increase it received in Balanced Budget 2013.

» Ensure the Agricultural Land Reserve is working for British Columbia and propose any changes necessary.

» Bring forward ALR changes that will further encourage the stability of farm families and the farming industry in British Columbia.

» Execute industry growth objectives as outlined in the BC Jobs Plan, and the agriculture sector plan; BC Agrifoods, A Plan for Growth.

» Execute Strong Economy, Secure Tomorrow commitments including:
- Implementation of the additional Buy Local program funding;
- Creation of a long-term and sustainable Tree Fruit replanting program upon the expiry of the current program;
- Work with the ministry of Finance to implement the 25 percent tax credit for farmers on the value of farmed food that is donated to food banks;
- Implementation of a new meat inspection system by January 1, 2014, and work with the BC Association of Cattle Feeders to develop and promote their "Certified BC Beef" brand;
- Work with Intergovernmental Relations to break down interprovincial trade barriers on B.C. wine and create new markets for B.C. vintners;
- Work with the ministry of Advanced Education to create a new Centre of Excellence for Agriculture and the University of the Fraser Valley; and
- Work with the provincial organic farming sector to create a "BC Organic" brand to market B.C. organic foods.

» Work with the Minister of International Trade to ensure trade capacity for B.C. agricultural support is sufficient to secure additional Asian trade export growth.

» Implement Cohen Commission recommendations pertaining to B.C.

» Working with the Minister of Finance, ensure that the carbon tax relief committed to the agricultural sector in Balanced Budget 2013 is delivered.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry is committed to building a welcoming and diverse organization that embraces all individuals and removes employment barriers. The ministry supports multiculturalism in its hiring processes and working culture. Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. Government policies which prohibit discrimination in the workplace are followed.

Our vision speaks to supporting and promoting our agricultural sector. The sector is made up of many diverse groups and cultures so in order for our ministry to serve the cultural diversity of our province we need to provide the right people and services. Part of this service includes providing many of our booklets, pamphlets, and training material in multiple languages.

The Ministry of Agriculture supports the Provincial Government's commitment to a strong relationship with aboriginal people by working with First Nations to use agricultural resources to leverage outcomes that benefit aboriginal people and align with broader government objectives.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Staff within the ministry represents a diversity of cultures, including Bangladeshi, Pakistani, Indian, English, African and South African, Hungarian, South Sudanese, German, Beninese, Chinese, Sri Lankan, Egyptian, Scottish, Métis, American, French, Dutch, Malaysian, Chilean and Ugandan.

There are many different languages spoken by program staff across the province including English, French, Portuguese, Bengali, Dinka, German, Fon, Hindi, Punjabi, Afrikaans, Cantonese, Mandarin, Malaysian, Spanish, French and Japanese.

Within the agricultural sector, a substantial group of farmers are of South Asian descent, therefore the ministry has hired and promoted a substantial number of employees who are fluent in Punjabi.

One branch specifically within the ministry has also been proactive in dealing with issues of language usage in the workplace — making it okay for people to speak to each other in their first language and ensuring that others can accept and be comfortable with those policies.

We have also participated in multicultural activities such as:

» Two-week internship with Norwegian student;

» Hosting two-week job shadow by the Young Farmers' Ombudsman from the Finnish Union of Agricultural Producers and Forest Owners; and

» Potluck to celebrate multicultural week (Abbotsford Agricultural Centre).

HIGHLIGHTS OF INITIATIVES

International market development staff participated in incoming and outgoing trade missions and undertook other initiatives including:

» Export Readiness Seminars: In collaboration with Agriculture and Agri-Food Canada (AAFC). The ministry delivered several seminars involving foreign buyers, distributors, and market experts from Asia who spoke to BC companies about the challenges and opportunities in BC's export markets, and helped them understand how to develop strong cross-cultural business relationships.

» International Tradeshows: The ministry organized and supported a BC booth within the Canada Pavilion at key international tradeshows, including ANUGA (Cologne, Germany), China Fisheries and Seafood Expo (Dalian, China) and FOODEX Japan (Tokyo, Japan). The tradeshows provided BC's agriculture and seafood industries with the opportunity to showcase their products; develop business relationships with European, Chinese and Japanese buyers; and better understand the cultural differences that affect consumer purchasing behaviours and the development of successful trading relationships.

The ministry of Agriculture provides ongoing support for economic and social development of agriculture in First Nations communities through strong relationships based on trust, understanding and respect. This initiative supports the development of enhanced and targeted information resources, tools and education extension services to build the agriculture and food business management capacity of First Nations communities in British Columbia. Examples of activities and achievements include:

- Ongoing support for agriculture business development in First Nations communities. Response to information inquiries and facilitation for enhancing business networks.
- Continued support for local food initiatives and participation with the First Nations Food Systems Steering Committee.
- Developed resources and delivered workshops and skills training to First Nations clients to promote and support start-up and growth of agrifood businesses and projects.
- Facilitated access to market for First Nations products through the "Taking Community Produce to Market" project. The project focused on building marketing awareness and skills development in three communities.
- Collaborated with opportunity assessments to establish First Nations Agriculture projects in areas of Innovation, Market Development, Food Safety and Environmental Farm Planning.
- Because of the multi-cultural nature of agricultural producers and farm laborers, the on-farm Food Safety GAP Manual, a manual to assist producers to improve on-farm food safety practices, has been translated into four languages: Spanish, Punjabi, Mandarin Chinese, and French. Food Safety staff are periodically asked to interpret for non-English speaking producers and the general public who make inquiries at our Abbotsford office. Meat Inspection staff have drawn on many of these languages to more effectively communicate with the operators and staff in our provincially-licensed abattoirs.
- A range of education and program outreach and tools were provided in the language of prominent ethnic groups represented in the B.C. agricultural sector, whose first language is not English.
- In cooperation with industry partners, translation services (Punjabi) have been offered at industry extension meetings on plant health issues.
- Also, in cooperation with industry partners, outreach materials on critical plant pests such as the spotted wing drosophila have been prepared in both English and Punjabi to reach the majority of growers of these commodities.

In the past year, some staff completed the following courses — Diversity in the BC Public Service and Respect in the Workplace — both offered by the Public Service Agency. These participants learned to understand diversity and recognize how important this understanding is to our work both within the BC Public Service and for the citizens of British Columbia.

Ministry of Children and Family Development

MANDATE

The Ministry of Children and Family Development (MCFD) supports healthy child development by its commitment to a collaborative professional practice delivered across a range of services that strive to maximize the potential of children and youth and achieve meaningful outcomes for children, youth and families.

Ministry services are complementary and families may access a combination of services delivered through the following service lines: Early Years Services, Children and Youth with Special Needs Services, Child and Youth Mental Health Services, Child Safety, Family Support and Child in Care Services, Adoption Services and Youth Justice Services.

The Ministry of Children and Family Development will deliver these services in a respectful, compassionate, strengths-based and culturally appropriate manner to achieve meaningful outcomes for children, youth and families.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A critical focus for the ministry is working in partnership with Aboriginal communities to improve services and outcomes for Aboriginal children, youth and families. Aboriginal Services Branch and Aboriginal Policy Team supported the establishment of a process inclusive of both MCFD and Delegated Aboriginal Agency (DAA) leads, to build upon the strengths of the Aboriginal Operational and Practice Standards and Indicators (AOPSI) Redesign and develop the Aboriginal Policy & Practice Framework. An implementation plan for the Aboriginal Policy & Practice Framework is under development.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- Staffs within the ministry speak many different languages including English, French, Farsi, Spanish, Russian, Gitxsenimx, Thai, Tamil, Greek, Malayalam, Mandarin, Cantonese, Pilipino, Tagalog, Vietnamese, French Cantonese, German, Punjabi, Hindi, Croatian, Swahili, Patois, Urdu, Vietnamese, Hungarian, Korean, Arabic and American Sign Language.
- Ministry staffs represent many different cultures including First Nations, Aboriginal and Métis, Asian, South Asian, Indian, Pakistani, East Asian, Thai Filipino, Francophone, Jewish, Iranian, Venezuelan, African, Spanish, Russian, Doukhobor, Indo-Canadian, Japanese, Chinese, Italian, German, English, Indian, Western and Eastern Europeans, Muslim, Persian, Latino, Ukrainian, Irish, Scottish, Canadian, South and Central American, Jamaican, Kenyan, Vietnamese and Mennonite.
- The First Steps Early Childhood Development Refugee Settlement Project provides services to newly arrived government assisted refugee children from birth to five years old and their caregivers in the Lower Mainland, to minimize the impact of trauma and the refugee experience on a child's growth and development.

» The ministry continues to implement the Aboriginal Equity and Inclusion Policy Lens. The Policy Lens supports the ministry's focus on improving outcomes for Aboriginal children and families and to build on the progress made towards greater inclusion of and collaboration with Aboriginal peoples. The Policy Lens is comprised of interconnected elements critical to improving outcomes for Aboriginal children, youth, families and communities.

» A focus on permanency including adoption services this past year emphasizes culturally appropriate planning.

» Mission Child Youth Mental Health partnered with a South-Asian organization called, 'Apney Bachey' to provide education to community partners, parents and school personnel regarding 'culturally sensitive support to helping children succeed in life'.

» The ministry continues to support the Aboriginal Youth Internship Program with seven interns employed in various capacities from September 4, 2012 to August 31, 2013. One example of an internship activity was being a key organizer for the Provincial Guardianship Forum held in April 2014. The intern, working with others, ensured that protocols were followed, such as having an Elder open and close the forum, and inviting a former Aboriginal Child in Care to share a song with the forum participants. The intern also participated in the Aboriginal Adoption Exception Committee.

HIGHLIGHTS OF INITIATIVES

» MCFD has implemented a three-year training plan that focuses specifically on Aboriginal Cultural Competency within the ministry. As a result of this plan:
- Two hundred and seven MCFD staff has completed the BC Public Health Authority Indigenous Cultural Competency online training and 51 are currently enrolled.
- Forty-five staff are piloting a new Social Worker Indigenous Cultural Competency module, with an expectation that 200 additional staff will complete the program this fiscal (2014/15).
- Two hundred and six staff across 15 Local Service Areas have participated in the experiential training, 'Building Bridges through Understanding the Village'. This training helps participants understand traditional Aboriginal ways and values. Eighty-two staff are enrolled to attend this training in May 2014.
- Leadership 2020 Indigenous focus has 35 participants from MCFD, DAA & Friendship Centres. The program supports emergent and legacy leaders from DAA's, Aboriginal Friendship Centres and MCFD to develop their leadership strengths and capacities, build strong relationships and contribute to our agencies and communities.

» All staff learning and development curriculum incorporates a multicultural perspective.

» Cultural mentorship and coaching has enabled partnership development in three communities that involved 75 First Nations community leaders and elders.

» The majority of Service Delivery Areas had partnership committees in place through Joint Advisory Councils established through Delegation Enabling Agreements with Delegated Aboriginal Agencies.

» The Early Years Policy Team had been working with government partners to increase the Francophone Early Years profile in the sector. Potential work may include engaging with Francophone early year's stakeholders, posting a link to the Francophone Association on the ministry website, and translation of the Early Years Strategy and other early years-related documents into French.

» The most recent initiative of the Early Childhood Development (ECD) Evaluation project is the ECD Parent Survey, an evaluation tool that measures outcomes for parent education and parent support programs. The ECD Parent Survey is available online and in hard copy in ten different languages, including Arabic, Chinese (simple and traditional), English, French, Korean, Persian, Punjabi, Spanish and Vietnamese.

» The ministry has partnered with the Early Childhood Educators (ECE) of BC to offer a new round of the ECE Bursary program, with priority being placed on Aboriginal students, students attending an ECE program with an Aboriginal focus, and/or students completing their Infant Toddler designations.

» The Child Care Map allows parents to search for ministry-funded licensed child care facilities in their community that best meets their needs, and is offered in multiple languages (French, Spanish, Cantonese, Mandarin and Punjabi).

» MCFD participated in an ACT (Autism Community Training) event for the South Asian community in Surrey. ACT is an information and referral service that supports individuals with Autism Spectrum Disorder and their families across British Columbia.

» Abbotsford Child and Youth Mental Health supports individual, family and group therapy sessions in Punjabi; offers a range of mental health services in Spanish; was able to offer psychiatric services in Arabic to a refugee family from Sudan; participates in the Multicultural Wellness Fair; and hands out information about mental health in Punjabi, Spanish, Mandarin and other languages.

» An Indo-Canadian social worker, who speaks Punjabi, is a member of an integrated domestic violence unit with the Abbotsford Police Department and Victim's Services. This provides a multicultural approach while building partnerships within the community and was implemented to specifically address the unique needs of the Indo-Canadian community.

» In March 2014, Mission Child and Youth Mental Health started collecting ethnicity information at the time of the CYMH intake, using the same language provincially, in order to collect more reliable and accurate statistics to improve service planning. Staff also participated in Early Psychosis Intervention Training with a specific focus on understanding diversity.

» In the Vancouver/Richmond Service Delivery Area, Positive Parenting Across Cultures is a project started in 2008 aimed at supporting and strengthening B.C. immigrant and refugee families. Working in partnership with local community agencies and school districts, a DVD was launched in 2011 in the Asian languages, followed by a release in May 2014 in the South Asian languages of Punjabi, Urdu, Hindi, and Farsi. A DVD in the Spanish language is scheduled to be released in June 2014.

» Child Care Subsidy and Autism Funding Branch contracts with Provincial Language Services for translation services of more than one hundred and fifty languages.

» The Community Poverty Reduction Strategies, a joint partnership between MCFD and the Union of BC municipalities, ensures that a cultural lens is applied to the work it does to better understand the experience of families from diverse backgrounds who are living in poverty.

» The Surrey East Service Delivery Area works in partnership with other organizations to support the First Steps refugee trauma support project, and provides collaborative practice brochures in eight different languages.

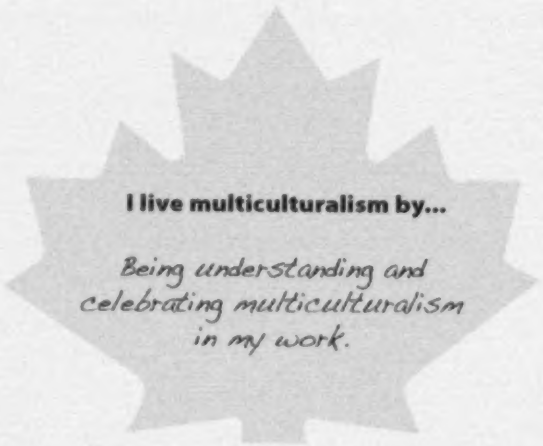
» Prince George Youth Custody Services (PGYCS) consulted with community Elders, youth, staff and stakeholders in 2013 resulting in a number of initiatives to improve services for Aboriginal youth. A Wisdom Council with expertise in culturally competent service was established to review these enhancements moving forward. At the PGYCS, Elder Tea gatherings occur on a regular basis and are a venue for Elders to share experiences and knowledge with youth and staff. During June, Aboriginal culture is celebrated along with related teachings; National Day of Reconciliation was acknowledged on June 11, 2013; and National Aboriginal Day was celebrated on June 21, 2013. Throughout the year, cultural programs/activities are offered, including, but not limited to: Aboriginal sports (e.g. Lahal), drum making, drumming, traditional crafts and cooking, pipe ceremonies, healing circles, medicine wheel teachings and tipi and smoke hut use. In 2013/2014, a number of staff and residents were educated in smudge protocol and delivery.

» Burnaby Youth Custody Services (BYCS) engaged youth in learning about the Powwow Drum. The youth performed together for other youth at the Aboriginal Day/Summer Solstice feast. They initiated their first Elder's luncheon, with youth involved in helping to cook and serve the meal. BYCS and Fraser Park Secondary (Burnaby School District) worked together to landscape the Aboriginal Learning Park and plant native plants. A grand opening is planned for June 2014. The sweat lodge was rebuilt and a new canvas was raised for the tipi. Multicultural Day was celebrated by bringing in guest speakers to talk about their cultures and share culturally diverse food with the youth in custody.

Ministry of Education

MANDATE

The Ministry of Education supports and guides the development of an education system that empowers all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy. We work together with school districts, communities, libraries and other partners to create a solid foundation for the upcoming generation of B.C. citizens.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Government of British Columbia is committed to recognizing and honouring the diversity of all British Columbians. Diversity among people is one of the most prominent features of British Columbia's society — and our schools.

Over the years, British Columbia has made an increasing commitment to a school system with teaching and operational practices that honour diversity and promote human rights.

The Ministry of Education works to enhance respect for all cultures throughout the school system; ministry staff is united in their commitment to expand success within the school system for students of all cultures.

The school system strives to create and maintain conditions that foster success for all students, and that promote fair and equitable treatment for all. These conditions include:

» Equitable access to and equitable participation in quality education for all students;

» School cultures that value diversity and respond to the diverse social and cultural needs of the communities they serve;

» School cultures that promote understanding of others and respect for all;

» Learning and working environments that are safe and welcoming, and free from discrimination, harassment and violence;

» Decision-making processes that give a voice to all members of the school community; and

» Policies and practices that promote fair and equitable treatment.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Multiculturalism recognizes and values the ethno-cultural diversity of our society. It promotes acknowledging and valuing diverse ethnic heritages as well as appreciating and incorporating diverse approaches to learning and working environments.

Diversity in B.C. Schools: A Framework outlines the goals of British Columbia's school system with respect to multiculturalism:

» Developing cross-cultural understanding to create sensitivity to and respect for difference.

» Eliminating racism – addressing the effects of historic, organizational, systemic and attitudinal racism by:
  - Working to create an awareness of racism;
  - Educating people about what they can do about racism; and
  - Developing policies and strategies that take action against racism.

» Eliminating systemic and attitudinal barriers that prevent full and equitable participation in community services, employment and education:
  - Systemic barriers such as policies and practices that intentionally or unintentionally exclude, limit and discriminate against individuals and groups; and
  - Attitudinal barriers that create an environment where people may act out their prejudices, assumptions and biases.

» Developing culturally responsive services to meet the changing needs of the communities they are intended to serve, rather than expecting clients and consumers to adapt to prescribed services as they exist.

Through legislation and policy, the Ministry of Education supports cross-cultural awareness and respect both within the organization and across the school system. The diversity of our province is reflected in our education system. The system also models and promotes flexibility to respond to diverse cultural needs and the courage to speak out against discrimination.

HIGHLIGHTS OF INITIATIVES

ONGOING EXTERNAL INITIATIVES

The ministry continues to work with education partners, including the First Nations Education Steering Committee, to support bullying prevention and continue to implement our 10-point strategy, ERASE, which will help ensure every child feels safe, accepted and respected, regardless of their gender, race, culture, religion, or sexual orientation. For further details visit: www.bced.gov.bc.ca/addressing_students_needs.htm

An ERASE Bullying website was launched in November 2012 with resources, tools and tips for parents (www.erasebullying.ca). The website continues to receive steady traffic, with over 200,000 views since January 2014. A corresponding Twitter feed (@ERASEbullyingBC) was created, and as of June 2014, the feed had over 2,500 followers.

As part of the ERASE Bullying website, government launched the anonymous reporting tool for students (www.reportbullyingbc.ca). The tool provides a safe place to report bullying or other safety issues using technology that students are using every day. The reporting tool provides another option to students to reach out and seek help. The reporting tool is currently available in English and French to students in public and independent schools.

We continue to provide a variety of learning options for students and to strengthen the presence of Aboriginal culture and history in classrooms. The ministry supports partnerships between school districts and communities to develop language curriculum documents for First Nations language study within the public school system. Fifteen B.C. First Nations language curriculum documents have been approved for addition to the B.C. K-12 curriculum.

There are currently 53 school districts with five-year Aboriginal Education Enhancement Agreements in place that promote cooperation among Aboriginal communities, school districts, and the ministry to define goals, indicators, and outcomes to foster success among Aboriginal students.

School Districts that have Enhancement Agreements in place have improved exam results and attendance by Aboriginal students. They have also increased Aboriginal content in classrooms for all students and raised cultural awareness of school district staff. These school districts also report closer working relationships with their Aboriginal communities and a shared focus on student success.

ONGOING INTERNAL INITIATIVES

As part of its ongoing commitment to raise cross-cultural awareness and respect within the organization, the ministry is striving to:

» Attract, develop and retain a workforce that reflects British Columbia's diversity;

» Embed the principles of diversity in the practices, policies and services of the ministry; and

» Remove barriers in our interactions with citizens and within the public service.

NEW EXTERNAL INITIATIVES

In February 2014, the Premier co-hosted an ERASE Student Forum, a "by youth, for youth" event. The Forum included a panel of students with diverse backgrounds who discussed bullying prevention with the Premier, Minister of Education and Travis Price (founder of Pink Shirt Day).

As part of the ERASE strategy, 19 students from public, independent and First Nations schools were selected to establish an ERASE Student Advisory Council. The membership of the Advisory Council represents various ages, ethnicities and strengths. The Advisory Council is tasked with developing provincial social media guidelines and identifying student safety concerns to the Minister of Education and Premier.

February 26, 2014 was proclaimed as "Bullying Awareness Day", which was celebrated on the steps of the legislature by students who have passion for the arts – with a flash mob and slam poetry.

NEW INTERNAL INITIATIVES

On February 26, 2014 the ministry of Education celebrated Anti-Bullying Day aka "Pink Shirt Day". Staff was encouraged to wear pink on the day.

The ministry continues to strive to create a workforce that is diverse with respect to employees' life experience, education, background and culture — to better reflect the diversity of students throughout the school system, their differing views and experiences, and to better respond to their needs.

While hiring has been limited this year due to the hiring restrictions, many of our new hires in the Teacher Regulation Branch (TRB) come from diverse ethnic backgrounds, adding to an already diverse workplace.

In fact, the TRB estimates that amongst their 45 employees there are at least seven languages spoken (e.g., Cantonese, Mandarin, Serbian, Persian, Spanish, etc.), which helps in the ministry's efforts to communicate and connect with our diverse student, parent and teacher clientele.

The ministry also continues to support Government's Aboriginal Youth Internship Program, and we welcomed two new interns for the 2013/14 fiscal year. Part of their role was to engage with students across B.C. around education transformation. Their diverse backgrounds also helped the ministry to better understand the Aboriginal learner perspective and how to adapt it into the work we are doing. Our interns also shared important insights into cultural sensitivities and barriers, protocol for engaging with the First Nations community, and other valuable information.

While we continue to look for ways to bring diversity into our ministry, some of our results and outcomes this year include:

» Three co-op students under the age of 30 were recruited in 2013, to support student exam administration and marking.

» Blog posts on our Intranet site from our Aboriginal Youth Intern and our Superintendent of Aboriginal Achievement on various First Nations perspectives (i.e., Truth and Reconciliation week, First Nations Empowerment, etc.).

» Our 2nd annual Ed-U Day held in June 2013 provided learning sessions that supported diversity, including:
  - Aboriginal Education;
  - Bullying and Cyberbullying: What Parents Need to Know; and
  - Student panel representative of diverse students providing their perspectives on the education system, to inform the work of the ministry.

» Ongoing collaboration and consultation with work units across the ministry on Leading Workplace Strategies (LWS) initiatives to create work environments reflecting the unique needs of individuals and teams.

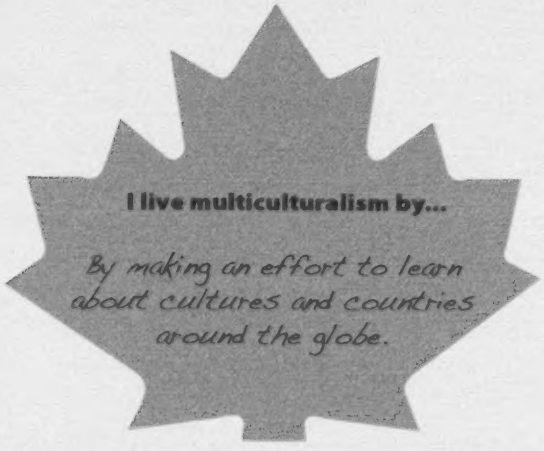
» Three sessions of Building Bridges through Understanding the Village Workshop were offered to Ministry staff — a unique opportunity that explores the effects of residential schools and Canada's policy of assimilation. The workshop is delivered from a non-blame and non-shame perspective which invites participants to become a part of the healing.

Ministry of Energy and Mines and Minister Responsible for Core Review

MANDATE

The Ministry of Energy and Mines (MEM) and Minister Responsible for Core Review is the provincial ministry responsible for British Columbia's energy and mining sectors, which comprise public and private interests that explore for, develop and use electricity, clean or renewable energy (biomass, biogas, geothermal, hydro, solar, ocean, wind or any other alternative energy resource), coal, minerals, and renewable and low carbon fuels.

Through teamwork and positive working relationships with its clients, the ministry facilitates B.C.'s thriving, safe, environmentally responsible and competitive energy and mining sectors to create jobs and economic growth in communities. In developing energy and mining sector policies, legislation and guidelines, the ministry consults with other ministries and levels of government, energy and mining companies, First Nations, communities, environmental and industry organizations, and the public.



The Mines and Mineral Resources Division (MMRD) manages and facilitates the responsible development of B.C.'s mineral resources. In order to achieve the Province's strategic goals and vision for the mineral exploration and mining sector, MMRD focuses on the following:

- Ensuring strong, responsible and safe mineral and coal exploration and mine development, production, reclamation and closure;
- Stimulating the development and growth of the B.C. mineral exploration and mining industry with globally competitive policies;
- Developing, disseminating and acting as the custodian for provincial geoscience data, including delivering geoscience surveys, maps, databases, publications and technical reports;
- Maintaining and administering a provincial registry of subsurface mineral, placer and coal rights;
- Delivering responsible permit and tenure decisions;
- Achieving the Province's strategic social, economic and environmental goals;
- Advising on mineral resources and their potential both externally and in cross-agency initiatives;
- Promoting B.C.'s many mineral opportunities; and
- Developing and maintaining positive relationships with other government agencies, industry, First Nations and communities.

The Electricity and Alternative Energy Division's (EAED) vision is Energizing BC: Clean, sustainable and productive. EAED develops and oversees B.C.'s policies with regard to electrical power generation and transmission. It is responsible for initiatives that promote new energy technologies, energy efficiency and conservation, and alternative energy resources, including renewable and low carbon transportation fuels.

The Clean Energy Act builds upon B.C.'s unique wealth of clean, renewable energy resources and sets the foundation for significant investments in clean, renewable energy across the province, while keeping electricity rates affordable for British Columbians. Through the Innovative Clean Energy Fund, the ministry is helping to invest in new technologies to respond to global energy and environmental challenges. The ministry promotes leading-edge energy efficiency regulations for products and equipment to promote innovative technologies and help reduce energy costs for British Columbians.

GOALS

As stated in the ministry's Revised 2013/14 – 2015/16 Service Plan, published in June 2013, the ministry's two goals are:

» ***Goal 1***: Internationally competitive energy and mining and sectors that contribute to jobs and the economy.

» ***Goal 2***: Safe and environmentally responsible energy and mineral resource development and use.

WHO WE SERVE

The ministry's stakeholders are the citizens of B.C. and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, businesses, industry and industry associations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The MEM executive remains committed to respectful, honest, trustworthy and ethical behavior, and diversity in all its communications and actions.

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector (NRS) ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in Natural Resource Sector Transformation Plan.

The purpose of the initiative is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.

Through a sector-wide online survey, the NRS established a baseline understanding of awareness of what diversity and inclusiveness is, perceived barriers and areas of opportunity. The contributions of our employees informed our plan on how to move forward.

Our current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

The Corporate Services for the Natural Resource Sector developed a toolkit with practical aids to build employee understanding and awareness; showcased diversity and inclusiveness on their employee learning and development site; and launched an inclusion tool to evaluate policies, programs and services to ensure it meets the diverse needs of the citizens we serve.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry is comprised of staffs who speak the following languages: Cantonese, Czech, Dutch, English, French, German, Hindi, Mandarin, Norwegian, Polish, Punjabi, Spanish, and Taiwanese.

The Chinese, Czech, Dutch, French, German, Hindi, Indian, Namgis First Nation, Norwegian, Polish, Quebecois, Spanish, Taiwanese cultures are represented in the ministry.

An internal provincial diversity activity was the mentoring of an intern from the Aboriginal Youth Internship Program by the Electricity and Alternative Energy Division.

Articles/highlights/notices on ethnic holidays (e.g. Chinese New Year's; Aboriginal Day, etc.) were posted on the ministry intranet.

HIGHLIGHTS OF INITIATIVES

» EAED staff and executive engage on a regular basis with a number of First Nations. As part of their engagement, EAED:
  - Review available ethno-historical information to understand the historical movements and activities of particular First Nations;
  - Seek an understanding of their culture and spiritual beliefs and their integral connection with their territory;
  - Attend First Nations gatherings, and visit cultural and historic sites of particular importance; and
  - Learn a few words of their language.

» MMRD translated key marketing materials such as the Opportunities Guide and slide presentations for investors into Chinese, and other documents into Korean to highlight B.C.'s rich mineral and coal resources.

» The primary marketing webpage offers information in appropriate languages. www.empr.gov.bc.ca/Mining/investors/Pages

» The Mining Development Office has hosted delegations and communicated with clients from Germany, Japan, China, Philippines, Korea and Australia recently.

» The Mining Development Office has employed an administrative staff member fluent in two Asian languages and has benefitted from those skills frequently in client interactions.

» The regional geologists have been assigned back to the ministry and play a key role in explaining the mineral and coal industry and opportunities to area First Nations.

Ministry of Environment and the Environmental Assessment Office

MANDATE

The Ministry of Environment's vision is a "Clean, healthy and naturally diverse environment". To realize this vision the ministry has five goals:

1. Effective action on climate change;
2. Clean and safe water, land and air;
3. Healthy and diverse native species and ecosystems;
4. British Columbians share responsibility for the environment; and
5. Sustainable use of British Columbia's environmental resources.

To achieve these goals, the ministry encourages and maintains the effective protection, management and conservation of B.C.'s water, land, air and living resources. It administers the province's parks and protected areas and monitors and enforces compliance with environmental laws and regulations. It is also responsible for providing leadership to minimize the effects of climate change and ensuring that British Columbians and industry are prepared to adapt to the effects of a changing climate.

The Environmental Assessment Office leads a neutral and respected environmental assessment process that is inclusive and transparent, and contributes to British Columbia's economic, social and environmental sustainability.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in the Natural Resource Sector Transformation Plan. The purpose of the initiative is twofold; internally, to achieve a more inclusive workplace culture and, externally, to ensure that our services meet the diverse needs of our communities.

Internally, we have developed a toolkit with practical aids to build employee understanding and awareness. This includes showcasing diversity and inclusiveness on our employee learning and development site. We have also launched an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve. Looking forward, we will focus on further embedding diversity and inclusiveness into our organizational culture.

Externally, the ministry embraces the diversity of its stakeholders both in consultations and developing partnerships as different perspectives provide unique solutions to complex issues.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

A number of courses are offered to employees to support multiculturalism in our ministry. This includes workshops on Diversity in the Workplace and Discrimination Prevention. Tips on how to be more inclusive are also available to employees through the employee learning and development website. Valuing the uniqueness of every individual and being aware of our beliefs and how they may affect the way we treat others is integral to being inclusive.

Opportunities are also provided to employees to celebrate their heritage. For example, staffs participate in National Aboriginal Day each year. This allows others to see firsthand many of the traditions still practiced today.

Staff have also taken the opportunity to educate their colleagues about their cultures through lunch-and-learns, branch presentations and potlucks.

HIGHLIGHTS OF INITIATIVES

FIRST NATIONS

The ministry continues its commitment to improving its relationship with First Nations. This is accomplished in a number of ways including increasing the ministry's communication and consultation with appropriate First Nations representatives and including them in our project approval processes.

The Conservation Officer Service is dedicated to developing and strengthening relationships with First Nations throughout B.C. and improving communication and cultural awareness. It continues to support, implement and provide training on using restorative justice. The Conservation Officer Service uses a restorative justice approach, when appropriate, to engage First Nations in addressing environmental violations committed within their communities.

In 2013, BC Parks, in collaboration with Gwa'sala-'Nakwaxda'xw and Mamalilikulla-Qwe'Qwa'Sot'Em First Nations, completed management plans for eight protected areas and entered into economic development agreements with these First Nations. BC Parks will continue to work with First Nations, consistent with any government-to-government agreements to develop and implement protected area management plans and support appropriate economic development opportunities.

The Environmental Assessment Office continues to make consulting with First Nations a key priority to address and, where appropriate, accommodate potential effects of major development on established or asserted aboriginal rights and title. Proponents are encouraged to meet with First Nations at their earliest opportunity to learn about their communities, issues and concerns.

INTERNATIONAL RELATIONS

BC Parks has continued collaboration with the Vancouver Korean Hiking Club and has completed successful volunteer projects including decommissioning unsanctioned trails in Mount Seymour Park and other trail work. The projects have helped forge stronger ties with the Korean community in Vancouver, while enhancing the parks and raising awareness of both parks and ethnic diversity.

The BC Parks Lower Mainland brochure, which highlights 10 Lower Mainland parks, is made available in French, simplified Chinese, traditional Chinese and Punjabi. BC Parks continues to provide these brochures online and in Lower Mainland parks visitor centres.

The ministry continued to assist agricultural producers for whom English is their second language by translating its exams about safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.

Ministry of Finance

MANDATE

As a ministry, we have an important role to play in supporting government's priorities:

- Sound and transparent financial and economic governance and oversight of all of government's resources to ensure value for citizens;
- Informed economic and fiscal policy advice to decision-makers; Banking, accounting and risk and debt management services for government;
- A strong competitive and vibrant economy by ensuring a fair and competitive tax and regulatory environment;
- Collect revenue to fund important programs and services for citizens, such as health care, education and transportation infrastructure;
- Financial and corporate sector regulation that builds creditor, investor, business and consumer confidence in our province; and
- Ensure gaming is operated with integrity for the benefit of British Columbians.

VISION

Trusted financial and economic leadership for a prosperous province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

» The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society.

» The ministry executive is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment.

» The ministry executive is committed to providing services and publications to the public in as many languages as possible, in addition to English, and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment.

» The 2013/14 Workforce Profile indicates representation of visible minorities at 21.6%, Aboriginal peoples 1.8% and persons with disabilities 3.5%.

» Visible minorities are well represented in our primary locations – Victoria 16.6 % and Vancouver 38.5%.

» The ministry's workforce is generationally-diverse with 1% Traditionalists, 49% Boomers, 40% Generation X, and 10% Millennials.

» The ministry has female (58.3%) and male (41.75%) employees.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

» The ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province and is able to provide service in many different languages based on its diverse employee population. (20 different languages).

» The Problem Gambling Helpline offers services in 13 different languages.

» The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.

» The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.

» The ministry continued to deliver PST Outreach sessions utilizing a culturally diverse team of employees able to speak eight different languages to provide communications and training support to B.C. businesses. The ministry enhanced these communication efforts using social media including an audio/voice over YouTube video which is available on the ministry's website.

» The ministry's Mineral Oil and Gas Branch participated with the Ministry of Energy and Mines in a meeting with a First Nations group to clarify how mineral tax revenues are collected, assessed, reassessed or appealed. Discussion was linked to revenue sharing and economic community development.

» The ministry's Mineral Oil and Gas Branch worked with the ministry of Aboriginal Relations and Reconciliation on Economic Community Development Agreements for revenue sharing of mineral tax with First Nations and for understanding their needs around the revenue sharing process.

» The ministry's Gaming Policy and Enforcement Branch offers clinical counselling services in multiple languages including: Cantonese, Mandarin, Punjabi, Vietnamese, and some First Nations languages. Interpreters are offered to clients receiving clinical services when there is no provider who speaks the client's first language.

- The ministry's Responsible Gambling Prevention Program is available in Tagalog, Visaya, Chavacano and Spanish in addition to the above noted languages. Responsible Gambling services are modified to complement each of the cultural groups identified by these languages.
- The Responsible and Problem Gambling program recently launched an Indigenous service stream provincially being delivered by providers with First Nations heritage.
- The Responsible and Problem Gambling program is organizing an international Indigenous Conference next fall in partnership with an organization out of Washington State, USA.
- The ministry continued recruitment outreach opportunities to diverse organizations in the community.
- Ministry-specific new employee orientation sessions and materials include information on diversity and appreciation of differences.
- Wellness and social events reflect the varied interests of our ministry's workforce, and are targeted to people of all ages and cultural backgrounds.
- Flexible work options are supported which respects employees' needs while meeting business requirements.
- In support of the Diversity and Inclusiveness Strategy, the ministry surveyed senior managers and all supervisors who identified improvement and progress in the understanding of and application to programs and policies in the ministry.
- The ministry developed a comprehensive communications plan that includes a focus on diversity concepts.
- The ministry supports the corporate Aboriginal Youth Internship Program each year including one intern in 2013/14 and an approved proposal for 2014/15.

HIGHLIGHTS OF INITIATIVES

- French, Chinese and Punjabi translations of the 2014 budget highlights and budget consultation papers.
- The ministry provides services, programs, consultations in several languages to meet the needs of its diverse client base and citizens of B.C.
- The ministry continued its support of the Aboriginal Youth Internship Program in 2013/14 and provided an interesting and challenging assignment in the Revenue Division, Income Tax Branch. Another proposal for 2014/15 has just been approved in the same branch.
- The ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice.
- The ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.
- The ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

Ministry of Forests, Lands and Natural Resource Operations

MANDATE

As the natural resource sector's largest agency, the Ministry of Forests, Lands and Natural Resource Operations provides British Columbians with integrated access to a wide range of natural resource management services. Anchored by the vision of economic prosperity and environmental sustainability, the ministry aims to balance conservation of the province's vast natural resources with appropriate public and industrial uses. By combining administration of policy and operations, we are able to ensure sustainable, long-term stewardship of forests, lands, water and wildlife while delivering streamlined, cost-effective services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry executive remains committed to promoting an inclusive work environment indicative of the value British Columbians place on their diversity.

We endeavour to provide an equal opportunity for full participation and access to services within all communities and strive to foster a workplace free of all racism, harassment and all forms of discrimination. In addition, the ministry will continue to make hiring decisions on the basis of merit only. Development of a recruitment and retention plan has already begun. We support the Province's commitment to improve relations with Aboriginal peoples and continue to engage, consult and accommodate First Nations' interests and values while providing responsible access to land and resources.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and free of barriers. We recognize the many benefits of eliminating discrimination from the workplace and continue to support programs on building diversity and respectful workplaces in the public service. We continue to uphold the standards of conduct and develop policies aimed to creating an inclusive work environment.

NATURAL RESOURCE SECTOR TRANSFORMATION PLAN

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in Natural Resource Sector Transformation Plan. The purpose of the initiative is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.

Through a sector-wide online survey, we have established a baseline understanding and awareness of what diversity and inclusiveness is, perceived barriers and areas of opportunity. The contributions of our employees informed our plan on how to move forward. Our current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

We have developed a toolkit with practical aids to build employee understanding and awareness; showcased diversity and inclusiveness on our employee learning and development site; and have launched an inclusion tool to evaluate policies, programs and services to ensure we meet the diverse needs of the citizens we serve.

Looking forward, we will focus on further embedding diversity and inclusiveness into our organizational culture. The People Strategy 2 values and supports diversity and inclusiveness. Future commitments include building diversity and inclusiveness awareness and improving policies and practices using the Diversity and Inclusiveness Assessment Tool developed in 2012/13.

FIRST NATIONS FORESTRY TRAINING PROGRAM

A partnership forged between BC Timber Sales and the First Nations Forestry Council resulted in the pilot creation of the First Nations Forestry Training Program in September 2012. The First Nations Forestry Training Program delivers opportunities to Aboriginal students to gain education and employment experience in forestry and is unique in that specific career paths are built on individual student's interests and abilities. Program support includes tuition, assistance with books or work gear and a living allowance that allows students the freedom to focus on educational goals. In terms of critical forest sector work experience, BC Timber Sales provides paid summer jobs and mentorships for those students pursuing forest technician training.

Currently, five of the original six pilot students have finished their second year of schooling and have begun their final work terms with BC Timber Sales. With additional funding from Ministry of Jobs, Tourism and Skills Training and the Government of Canada, the original pilot program was expanded this past year to include another 22 students. Due to strong leadership from the BC First Nations Forestry Council and BC Timber Sales and funding support from FLNR, the program will receive funding for the upcoming school year.

Leading forestry companies across the province have also stepped in to assist with program expansion, and work is currently underway to secure longer term (5–10 year) funding from both private and public sectors.

HIGHLIGHTS OF INITIATIVES

» Most ministry offices can provide services to the public in more than one language:
  - The South Coast Regional Operations office in Surrey can currently provide services in 18 languages.
  - FrontCounter BC, which operates 29 offices across the province, has made pamphlets in Punjabi and can produce materials in additional languages upon request.

» A dual posting process allows the ministry to recruit from a more diverse pool of candidates:
  - Non-designated staff may be considered in cases where professional designations are deemed non critical.
  - The Professional Designation Project Committee continues to refine criteria for designation requirements.

» Sessions on First Nations cultural awareness.

» Distribution of materials promoting diversity, including pamphlets, frequently asked questions, survey results, resource summaries and the Diversity Toolkit.

» Training opportunities encouraging staff to eliminate racism and appreciate cultural diversity.

» Training on government policies prohibiting discrimination in the workplace.

» Continued employment of dedicated Aboriginal fire unit crews.

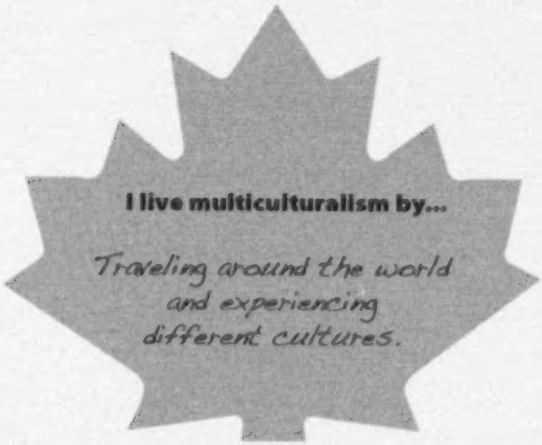
» Ongoing participation in the Aboriginal Youth Internship Program.

» Training provided to First Nations in Crown land policies and procedures.

Ministry of Health

MANDATE

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health has overall responsibility for ensuring quality, appropriate, cost effective and timely health services for all British Columbians. The ministry works with health authorities, care providers, agencies and other groups to provide customized care that addresses the unique needs of patients and specific patient groups. Health system values that guide policies, programs and services include:

» Citizen and patient focus, which respects the needs and diversity of all British Columbians.

» Equitable access to services delivered by government for all British Columbians.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry invests on an ongoing basis in building cultural competency, increasing awareness and understanding among employees about the diverse cultural backgrounds of British Columbians, their unique health needs and service requirements. Following are some related ministry actions:

» Takes the diversity of British Columbians and their health needs into account when developing strategies, policies and programs to address the needs of ethnocultural and Aboriginal populations.

» Consults the Aboriginal Health Directorate on documents and reports produced to ensure that they include a culturally appropriate Aboriginal perspective.

» The Deputy Provincial Health Officer and Executive Director of Aboriginal Health Directorate provide updates to ministry staff on First Nations Health Governance, the First Nations Health Authority (FNHA) and work promoting and advancing health of First Nations in B.C.

» Provides expertise on the Tripartite Framework Agreement Evaluation.

» Ensures First Nations data are available to the Physical Activity Leadership table.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

» Ministry staff has diverse cultural backgrounds and speak a variety of languages. Some of the languages spoken are Afrikaans, Bosnian, Cantonese, Croatian, English, Farsi, French, German, Hindi, Hokkien, Italian, Mandarin, Malay, Malayalam, Punjabi, Rumanian, Russian, Serbian, Shanghainese, Spanish and Tamil. Discussion and sharing of cultural backgrounds, experiences and their significance is part of the ministry's inclusive culture and contributes to employees' awareness and understanding of the requirements of culturally responsive service and regulation.

» The ministry purchased seats for staff to take Indigenous Cultural Competency training offered through the Provincial Health Services Authority. To date 700 staff have completed the training.

» Implemented the BC Public Service Agency's Aboriginal relations behavioural competencies and hosted two Aboriginal youth interns.

» Videos, books, inspiring profiles and data on health characteristics and needs of diverse groups are made available to staff through the Diversity @ Work ministry web page.

» Health and Human Services Library book and video acquisitions included topics about the wellness of Aboriginal, multicultural and multiracial communities of B.C. and Canada. Examples are: diversity, culture and counselling; a Canadian perspective, empathy, dignity, and respect; creating cultural safety for Aboriginal people in urban healthcare; 21st century girls; and how female minds develop.

» Multiculturalism Week and National Aboriginal Day are celebrated through communications, cultural activities and storytelling.

» Partnering with diverse organizations helped ministry staff to promote health and wellbeing and serve the health needs of diverse communities. Examples are:
  - Participating in health promotion and wellness through diversity health fairs across the province with community based organizations such as Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA).
  - Partnering with the Aboriginal Sport, Recreation and Physical Activity Partners Council to increase focus on healthy lifestyles at the annual provincial Gathering Our Voices Aboriginal youth conference and to deliver the Aboriginal Healthy Living Activities projects.
  - Partnering with FNHA, academic institutions and the ministry of Advanced Education to develop an Aboriginal Practice Education Guide and Toolkit.
  - Collaborating with Perinatal Services BC (PSBC) and FNHA to improve Aboriginal maternal health services through practice and infrastructure supports for trained and certified Aboriginal Doulas.
  - The ministry and the FNHA Joint Project Board provide leadership, direction and key decision-making to ensure timely progress and action on implementation of strategic priorities under the Transformative Change Accord: First Nations Health Plan and Tripartite First Nations Health Plan.
  - Partnering with FNHA and service providers on an oral health strategy for B.C. First Nations.
  - Partnering with Directorate of Agencies for School Health (DASH) and Action Schools! BC to engage Aboriginal schools in communication, leadership development and collaboration.
  - Partnering with the First Nations Health Authority to support a fully inter-connected and unified Telehealth network. The two year Canada Health Infoway funded First Nations Telehealth Expansion Project started planning in 2012 and the project formally launched in 2013. This project will build and expand Telehealth capacity and increase access to services in up to 30 First Nations communities.
  - Sending information packages for service providers and individuals to multicultural, Aboriginal and First Nations organizations as part of a provincial elder abuse prevention program, Together to Reduce Elder Abuse – B.C.'s Strategy.

HIGHLIGHT OF INITIATIVES

Examples of ongoing programs:

» Multicultural visuals and stories are included in the ministry's HealthyFamilies BC (HFBC) websites and social media channels that engage British Columbians in a dialogue about health care.

- HealthLink BC's 24/7/365 service for B.C. residents provides non-emergency health information via phone (8-1-1) in more than 130 languages and online. HealthLink BC also promotes ministry programs via the BC HealthGuide Handbook, other culturally appropriate material for ethnocultural and Aboriginal people and through fairs and other venues.
- Incorporating cultural safety in the recent provincial competency review for Health Care Assistants. The competency review will inform the curriculum review that is currently underway, led by the ministry of Advanced Education.
- Identifying opportunities to better align health and settlement services to meet newcomer immigrant women's health needs and settlement through the Newcomer Immigrant Women's Project.
- The ministry engages the ministry of Aboriginal Relations and Reconciliation in the Human Health Risk Assessment of Oil and Gas Development in Northeastern B.C. project.
- The Seek and Treat for Optimal Prevention of HIV/AIDS (STOP HIV/AIDS) provincial program supports culturally safe approaches to prevention, testing, care, treatment, and support for immigrants as well as engages First Nations and Aboriginal partners.
- The ministry works with FNHA, regional health authorities and the BC Centre for Disease control to coordinate immunization services to Aboriginal communities.
- Culturally relevant resources to increase awareness of infant safe sleep practices for First Nations and Aboriginal children were developed in partnership with PSBC and FNHA.
- The ministry engages with the federal government on new federal drinking water legislation: the Safe Drinking Water for First Nations Act.
- The Emergency Management Unit co-chairs, with the FNHA and Public Health Agency of Canada, the First Nations Health Emergency Management (HEM) Working Group to ensure integration of emergency response in First Nations communities in B.C. from a health perspective.
- The Tripartite Mental Wellness and Substance Use Strategy Table released A Path Forward: BC First Nations and Aboriginal People's Mental Wellness and Substance Use Plan. The plan is a provincial approach to facilitate regional and local planning and action.
- Provides culturally appropriate resources for Aboriginal people and ethnocultural seniors to support planning for healthy aging and end-of-life care.
- Continues efforts to attract and retain internationally educated health professionals through the B.C. Provincial Nominee Program and the Internationally Educated Health Professionals Initiative. They include competency based assessment of nurses and care aides, regulatory reform to enable conditional licensing and expansion of postgraduate medical education program for internationally educated physicians.
- The ministry promotes health literacy events to make program information more accessible to residents with multiple cultural and educational backgrounds.
- The Mental Health Review Board pays for interpreters at hearings when requested or suggested by the patient's advocate, the hospital representative or ministry staff. Hearing panel members are trained to accommodate patients whose first language is not English.
- Patient Safety and Care Quality Review Board Secretariat has an ongoing contract with Provincial Language Services to provide language translation.
- The Informed Dining program provides support to ethnic restaurant operators for nutritional analysis and adjustment of menus.

- Health Insurance BC's Contact Centre offers registration services for Fair PharmaCare in Mandarin, Cantonese, French, Punjabi and English.
- Information pamphlets and tear-off pads about the new BC Services Card are available made in four languages. Both Health Insurance BC and ICBC provide related multilingual customer service.
- Providing funding for a variety of food and nutrition programs. Examples are: BC School Fruit and Vegetable Nutritional program for First Nations schools; Food Skills for Families program which teaches cooking and healthy eating skills in a manner that is culturally suitable for multicultural, new immigrant and Aboriginal families and community gardens in remote First Nations communities.
- The Farmers' Market Nutrition Coupon Program provides coupons for B.C. produced healthy foods for low income families, and seniors from diverse backgrounds.

A number of ministry telephone, print, audio, video and internet resources have been translated into multiple languages. Some examples are:

- A provincial patient brochure on health care in four languages to help patients and families understand what services are available and what they are personally responsible for.
- Patient experience surveys printed in multiple languages.
- Healthy Families BC breastfeeding web articles in Simplified and Traditional Chinese and Punjabi.
- Promotional material translated into French, Cantonese, Mandarin, Persian, Korean and Punjabi languages about the QuitNow phone service available in 130 languages, to help adults quit smoking.
- Information sheets about Fair PharmaCare Plan in Chinese, French, Punjabi, Farsi, Korean, Vietnamese and Filipino.
- Diabetes management information and BC Smoking Cessation Program information provided online in Chinese, French, Punjabi, Farsi, Korean and Vietnamese.
- Strategies and Actions for Independent Living (SAIL), Home Activity Program instructions in Chinese and Punjabi.
- Healthy Eating for Seniors Handbook is available in Chinese, Punjabi and French.
- Baby's Best Chance Parents' Handbook of Pregnancy and Baby Care in French.
- Vital Statistics Agency provides translations in French, German, Punjabi, Simplified Chinese, Traditional Chinese, Tagalog and Vietnamese.

Examples of new initiatives introduced in 2013/2014:

- The ministry worked in collaboration with the FNHA and the Tripartite Suicide Prevention, Intervention and Postvention Working Group to develop a culturally relevant planning toolkit for First Nations and Aboriginal communities to prevent and respond to suicide.
- The FNHA is now a full member of the Health Emergency Management Council and the Pandemic Response Planning Work Group.
- Provided funding for the adaptation of the fall prevention program: Strategies and Actions for Independent Living (SAIL) resource, for First Nation communities.
- Public Health 101 training module for divisional staff includes an Aboriginal perspective.
- The Aboriginal Health Directorate used the BC Public Service Agency's Aboriginal behavioural competencies in job postings.
- The ministry is working with the BC Centre for Disease Control and provincial partners to evaluate technologies and strategies used to screen for tuberculosis in foreign born populations.

- The ministry is working with the Childhood Obesity Foundation to design, implement and evaluate a ShapedownBC program for ethnic Chinese families in Richmond.
- The ministry is leading a review of provincial parent publications to determine future needs for translated and culturally adapted resources.
- The ministry, Perinatal Services BC (PSBC), BC Women's Hospital and HealthLink BC are partnering to develop an inventory of translated resources for pregnant and expecting women and their families.
- The ministry is participating in Equity Lens in Public Health research to ensure programs and the health system has supports to address health equity for vulnerable cultural groups.
- The ministry is providing relevant health data for Aboriginal Women's' Health report and the Growing Up in BC report.
- ParticipACTION activities involve Aboriginal and multicultural communities.

Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism

MANDATE

The Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism (MIT) provides trade and investment programs and services to increase British Columbia's exports, develop international partnerships, increase awareness of B.C.'s competitive advantages, negotiate trade deals, deliver venture capital programs and attract investment, head offices and other business to the province. The ministry also promotes multiculturalism and engages in initiatives to eliminate racism and intolerance.

These efforts promote economic prosperity in communities across the province, creating new jobs and positioning the province for long-term growth. To accomplish this, the ministry works to:

- Open and expand priority markets for B.C. goods and services, particularly in Asia, and engage B.C. exporters in new opportunities;
- Attract increased investment to B.C.'s priority sectors;
- Leverage investment capital programs, including venture capital and infrastructure, to support a competitive business environment; and
- Promote multiculturalism in B.C. communities and leverage our relationships to do business in international priority markets.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. is Canada's most diverse province — welcoming close to 40,000 immigrants every year. As the ministry responsible for multiculturalism, MIT is committed to promoting diversity to engage all communities and cultures to work together to create a vibrant social and economic future for our province.

The ministry is focused on driving economic activity through international trade and investment that creates jobs for British Columbians. Our multicultural society and our proximity to the Pacific Rim are B.C.'s best advantages in bridging trade opportunities in emerging markets such as Asia. To accomplish this, the ministry has doubled its international presence to accelerate trade and direct foreign investment by establishing international offices in key priority markets throughout Asia, Europe and the United States.

MIT provides information and resources to businesses that wish to invest in B.C., export products to international markets or buy B.C. products. The ministry utilizes its international trade network to help foreign businesses connect with B.C. suppliers and industry representatives and to help B.C. businesses expand their export potential.

The ministry's trade and investment representatives, located in MIT's international offices, are sector specialists with a local understanding of the cultural elements necessary to develop business relationships that are critical to international success. Also, in 2013/14 the ministry was instrumental in establishing B.C.'s Special Representative in Asia to foster and strengthen business relationships and attract key Asian companies to locate their North American head offices in B.C.

The ministry employs staff in our many offices, in and out of the province, who are not only reflective of British Columbia's diversity, but who are also able to implement local and international programs and policies in a culturally-sensitive manner.

MIT fosters an environment of trust and respect, and works to ensure that the work environment is free of discrimination, harassment, bullying or racism.

To support a positive work environment, MIT has adopted the use of a Supervisor's Checklist for Onboarding and Orienting a New Employee, as well as acting on feedback from the Work Environment Survey (WES).

The Supervisor's Checklist for Onboarding and Orienting a New Employee includes a review of the codes of conduct and related expectations, such as respect in the workplace, and preventing discrimination and sexual harassment in the workplace. The ministry recommends all new employees complete a Discrimination Prevention Workshop.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Understanding both the diversity of the population we serve, and the diversity of the workforce we count on to deliver our services is important. To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to participate in a trusting work environment free of discrimination.

Our team is highly representative of the multicultural communities that make up British Columbia, which contributes to a strong internal culture of diversity. For example, within the ministry, over 30% of our staff can communicate fluently in a language other than English.

The ministry has committed to supporting the Aboriginal Youth Internship Program and will be applying to take on one intern in every year. The program supports Aboriginal youth who want to make a difference and empower them to lead their communities and our province into the future. The program mutually benefits the ministry and Interns with the opportunity to develop their leadership skills and to share their culture and practices with others.

As the ministry responsible for multiculturalism, we have employees that work with provincial multicultural organizations to ensure they are connected to and are participating in the activities that promote multiculturalism and discourage racism. EmbraceBC programs acknowledge the opportunities and challenges that come with a highly diverse population and provides programs that encourage British Columbians to work together to make B.C. a great place to live, work and raise a family.

HIGHLIGHTS OF INITIATIVES

INTERNATIONAL TRADE

The ministry provides resources and tools to foreign investors, international buyers and other governments to drive international trade and investment.

Our local and international offices, websites, telephone lines and customer support services are portals to the diverse range of stakeholders, and we effectively deliver our services using numerous multilingual formats.

An example includes:

» New, mobile-friendly versions of MIT's international trade and investment website (www.britishcolumbia.ca) were implemented. The Simplified Chinese, Korean and Japanese versions of the website now incorporate the improved user experiences that were introduced to the English version in April 2013. Additionally, all language versions of the site have been optimized for mobile devices.

The ministry was an active participant in Canada's work towards a Comprehensive Economic and Trade Agreement (CETA) with the European Union and the Canada Korea Free Trade Agreement. B.C. sees value in using this same collaborative model to reach historic trade agreements with India and Japan and the Trans Pacific Partnership — all identified as priority markets to diversify our trade and investment partners.

In conjunction with CETA, the ministry expanded its European Trade and Investment Office, located in London, to attract investment into B.C. and help connect our companies and communities with opportunities throughout Europe.

Subsequently, the ministry commended the Government of Canada for concluding the Canada-Korea Free Trade Agreement in March 2014. B.C.'s competitive advantages, combined with the level playing field created through this trade agreement, will position our exporters to do very well in South Korea.

In November 2013, Premier Christy Clark led a 13-day trade mission to China, Korea and Japan to deepen B.C.'s relationships with those key Asian markets. The trade mission leveraged our many family, cultural and business connections to countries across the Pacific and was a critical part of B.C.'s strategy to strengthen our trade relationships, attract new investment, and diversify and propel economic activity and job creation throughout the province.

In each market, the mission strengthened bilateral relations with government partners; promoted B.C.'s competitive advantages during corporate meetings with key investors in B.C.'s liquefied natural gas (LNG) and other priority sectors; and capitalized on B.C's cultural bridge across the Pacific with networking events built around B.C.'s many family, economic and educational connections to Asia.

The Jobs and Trade Mission was supported by B.C.'s expanded network of international Trade and Investment Representative Offices. B.C. has four offices in China (Beijing, Guangzhou, Shanghai), three offices in India (Mumbai, Bangalore and Chandigarh) and a new office in Hong Kong – plus operations in Seoul, and Tokyo. This network of trade and investment experts abroad and here in B.C. played a key role in facilitating and supporting many inbound and outbound international missions involving B.C. companies and organizations.

Throughout China, delegations representing B.C.'s mining, seafood and international-education sectors attended some of the year's most important trade shows and conferences to open and expand markets for the province's goods and services.

MULTICULTURALISM

The B.C. government believes that a rich multicultural society helps nurture acceptance, understanding and mutual respect. Cultural diversity, increased participation and engagement by all cultures are vitally important to create a strong and vibrant social and economic future for British Columbia.

The Multicultural Advisory Council (MAC) has played an important role in providing advice to the Minister Responsible for Multiculturalism on issues related to multiculturalism and anti-racism, since its inception in 1988. MAC is guided by the Provincial vision for multiculturalism: British Columbia is a model society that embraces the cultures and traditions of its people with opportunities for all to live and grow.

In the fall of 2013, nominations opened for the fifth annual Provincial Nesika Awards. The Nesika Awards started in 2008 to recognize the people, organizations and businesses whose exceptional work helps bring our diverse cultures together. The Province's MAC organizes and sponsors the awards to honour and celebrate B.C.'s cultural diversity and Aboriginal heritage.

Five categories were open for nomination: individual, business, organization, youth and new this year — multicultural excellence in government. More than 400 people attended the event, and received a record number of nominations, demonstrating the number of British Columbians who are committed to promoting multiculturalism.

Every year, the third week of November is proclaimed as B.C. Multiculturalism Week. It is a time when we can celebrate our multicultural heritage and ethnic diversity. It is also an opportunity for everyone to work together to create safer, more welcoming communities that support diversity and reject discrimination.

EmbraceBC was designed to enhance multiculturalism and anti-racism programming and increase engagement with stakeholders and sectors in B.C. As part of Multiculturalism Week, EmbraceBC provided over $533,000 to support community multiculturalism projects. These projects will help to:

- Increase awareness for and understanding of social, cultural, ethnic, linguistic and religious diversity among British Columbians;
- Increase partnership development and strengthen community participation of diverse faith groups, diverse groups and sectors; and
- Provide communities in B.C. with the necessary tools to address racism and hate in their neighbourhoods.

Formal Apology to Chinese Canadians – The Government of BC formally apologized in the Legislature for the provincial government's historical wrongs towards Chinese Canadians. Premier Christy Clark expressed sorrow and regret for discriminatory legislation and racist policies enacted by past provincial governments.

The ministry, in partnership with the B.C. Hate Crimes Team and Abbotsford Community Services, developed a creative educational campaign and resource to raise awareness about online hate crime. The website (http://hatecrimebc.ca/) provides awareness and information about what constitutes a hate crime, reporting information and links to resources for victims.

From November 2013 to January 2014, the ministry undertook the Chinese Historical Wrongs Consultation to discuss the wording and delivery of an apology and legacy initiatives. The Honourable Teresa Wat travelled to Victoria, Kelowna, Vancouver, Kamloops, Burnaby, Prince George and Richmond to engage the public at Forums hosted by Chinese Canadian community associations.

The result was a unanimously accepted apology in the legislature supported by all parties and independents. The Minister responsible for Multiculturalism will work towards the success of ongoing legacy initiatives associated with this consultation.

Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

MANDATE

The Ministry of Jobs, Tourism and Skills Training and Ministry Responsible for Labour (JTST) manages key lines of government service that help create the economic prosperity needed for the success of families and communities across the province. This means taking advantage of the opportunities and responding to the challenges of a globalized economy in order to create new jobs, defend existing ones and position the province for long-term growth.

To accomplish these tasks, the ministry works to:

- Ensure that B.C. has enough skilled, highly productive workers to meet the needs of our growing economy.
- Develop B.C.'s regions and key industries to their full economic potential.
- Support B.C.'s tourism industry in being globally competitive and sustainable.

- Enhance competitiveness for small business by streamlining regulatory requirements and processes, and providing easier access to government programs and supports.
- Promote safe and healthy workplaces and ensure that employers, workers and unions understand and apply B.C.'s labour laws.
- Promote labour stability and protect workers, by balancing the interests of employers and workers.
- Support growth of the creative industries, including film, television, music, book and magazine publishing, gaming and interactive digital media.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. The ministry has a strong commitment to providing information about B.C. programs and opportunities in languages and culturally-appropriate formats for B.C. workers, newcomers to B.C., those considering relocating to work or settle here, and to tourists.

Ministry programs present opportunities to showcase B.C.'s exciting multicultural identity to the world and also to build on our inherent linkages around the globe.

The ministry employs staff in our many offices, who are not only reflective of B.C.'s diversity, but who are also able to implement local and international programs and policies in a culturally-sensitive manner. The ministry offered continuous improvement workshops and webinars to assist employees in assessing ministry programs using a diversity lens. This provided opportunities to increase inclusiveness in program delivery.

The ministry fosters an environment of trust and respect, and works to ensure that the work environment is free of discrimination, harassment, bullying or racism.

To support a positive work environment, JTST has adopted the use of a Supervisor's Checklist for Onboarding and Orienting a New Employee, as well as acting on feedback from the Work Environment Survey.

The Supervisor's Checklist for Onboarding and Orienting a New Employee includes a review of the codes of conduct and related expectations, such as respect in the workplace, and preventing discrimination and sexual harassment in the workplace. The ministry recommends all new employees complete a Discrimination Prevention Workshop.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

It is important for us to understand both the diversity of the population we serve, and the diversity of the workforce we count on to deliver our services. To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, within an environment of trust and diversity awareness.

Cross-cultural sensitivity is essential in the execution of our business. Our team is highly representative of the multicultural communities that make up B.C., which contributes to a strong internal culture of diversity. For example, within the Labour Market and Immigration Division, there are approximately 21 different languages spoken by employees. The ministry also supported an Aboriginal youth intern by providing the opportunity to develop their leadership skills in the work environment, and to share their culture and practices with others.

WelcomeBC is an important resource for staff and the public. WelcomeBC supports a range of initiatives that promote multiculturalism and awareness, not only at the community level, but also within the ministry.

HIGHLIGHTS OF INITIATIVES

WelcomeBC is a broad framework that brings immigration, settlement and immigration-related labour market services under a single service umbrella. It includes services for newcomers, information about English language courses, employment, health and education services. Examples of services offered in B.C included:

- English Language Services for Adults, which are free English classes for adult immigrants provided by the government of B.C.
- Settlement and Integration Program, which provided services and support to help immigrants and families understand, settle, and integrate successfully in Canadian society and B.C. communitie.
- Enhanced settlement workers in schools.
- Skills Connect for Immigrants Program, a bridging program that successfully helps skilled immigrants to connect to jobs in B.C. that build on their pre-arrival skills, training, knowledge and experience.
- BC Provincial Nominee Program (PNP), an economic immigration program based on provincial priorities and selection criteria. It offers accelerated immigration for foreign workers and entrepreneurs, who intend to live permanently in B.C., and who demonstrate the ability to become economically established and contribute significantly to the provincial economy.
- International Post-Graduates pilot project, conducted over the last three years, became a permanent category of the PNP. The program is critical to ensuring B.C. is able to attract and retain highly-skilled international post-graduates in the science and technology fields to support the BC Jobs Plan. By encouraging highly skilled international graduates to build their careers in B.C., we retain the skilled talent needed to fuel our companies and the growth of our industry.
- Welcoming and Inclusive Communities and Workplaces Program, which is an innovative program with a primary goal to foster welcoming and inclusive communities in B.C., where immigrants can realize their full potential, racism is eliminated, and cultural diversity is valued and celebrated.

Labour programs focussed on being responsive and supportive of the evolving world of work, and communicating workplace requirements and processes to employers, (new) workers, and other stakeholders. Initiatives included:

- ESB partners with the Economic Immigration Programs Branch to provide education sessions around the province specifically targeted to Temporary Foreign Workers and their employers;
- Since 2007, Employment Standards Branch (ESB) has conducted approximately 75 guest appearances on Punjabi, Mandarin, Cantonese and English-speaking radio and television programs to answer questions about employment standards and employee rights;
- Informational seminars targeted for First Nations, new immigrant workers, multicultural groups and business owners on employment rights;
- Compilation of a Cultural Intelligence Inventory that details the various multicultural resources and services available at Labour;
- The ESB undertook train-the-trainer projects with multicultural organizations to assist them to share information with their clients; and
- In conjunction with the Mexican Consulate, ESB continued outreach and educational initiatives on employment standards, workers' compensation system, and labour relations that included delivering training sessions for employers of workers engaged in the Seasonal Agricultural Worker Program (SAWP). ESB also expanded these sessions for SAWP workers and delivered them in Spanish.

In 2013/14, the ministry invested in skills training programs for Aboriginals, including entrepreneurial training for youth, community-based employment and skills training for unemployed people, and job supports to prepare youth to enter the labour force.

The province invested in welding and metal fabrication training, as well as forestry-specific training and work experience for people from First Nations communities under a Labour Market Sector Solutions partnership. In addition, the province provided funding for a new 'Workplace Essential Skills: Bootcamp for the Construction Industry program' for participants from First Nations communities.

JTST also provided funding to support the growth of Aboriginal tourism in B.C. by highlighting B.C.'s aboriginal history and culture that are vital to our province's social tapestry.

The Pine Beetle Epidemic Response Branch supported the development and implementation of the 'Green Energy as a Rural Focus of Economic Development Tool Project'. A focus of the project is to work directly with a number of small rural interior communities and First Nations in the mountain pine beetle epidemic zone to assist with the identification and development of green energy development opportunities in their respective communities. The ministry's partnership in this project demonstrates respect for the cultural, geographic, social and experiential diversity of the various rural communities and the First Nations impacted.

OpportunitiesBC is a partnership between JTST and the Economic Development Association of BC (EDABC). OpportunitiesBC is a searchable database with up-to-date listings of investment prospects across the province. It connects potential foreign investors with B.C. business. OpportunitiesBC is featured on British Columbia's official international marketing website at www.opportunitiesbc.ca.

The site is linked to B.C.'s foreign language sites in China, Japan and Korea as well as localized English languages sites for India, Europe and the USA.

Many of the resources and tools offered by the ministry in 2013/14 were available in languages for diverse audiences. Websites, telephone lines, key tools, program guides, videos, and customer support services were offered in numerous multilingual formats for workers, tourists, business partners and immigrants. This included:

- Publishing the Starting a Small Business Guide in nine languages including English, French, Japanese, Korean, Punjabi, Simplified Chinese, Traditional Chinese, Tagalog (Filipino), and Vietnamese.
- WelcomeBC provided materials (e.g. the B.C. Newcomers' Guide and videos) to assist newcomer and multicultural communities across B.C. in 13 different languages including Arabic, English, Farsi, French, Hindi, Japanese, Korean, Portuguese, Punjabi, Russian, Simplified Chinese, Spanish, Traditional Chinese, and Vietnamese.
- English Language Services for Adults brochures were available in a multitude of languages.
- The WorkBC website offers a translation service using Google Translate to ensure labour market information and employment opportunities are accessible to diverse audiences.
- Educational materials were translated for workers and employers, including several Employment Standards Factsheets in 10 languages.
- The ministry launched a new online mapping tool that will help French speaking citizens pinpoint services in their communities.

Ministry of Justice

MANDATE

The mandate of the Ministry of Justice is to lead law reform in British Columbia, see that public affairs are administered in accordance with the law, and ensure that British Columbia is a province where people are safe.

The portfolio of the ministry is extensive and diverse, and includes the following responsibilities:

ADMINISTRATION AND DELIVERY OF JUSTICE

- Law enforcement and oversight of policing (also a public safety function).
- Prosecution of offences under the *Criminal Code*, as well as provincial regulatory offences.
- Court administration and security services.
- Civil forfeiture.
- Services to victims of crime.

PUBLIC SAFETY AND REGULATORY

- Correctional services and programs.
- Crime prevention and reduction.
- Criminal record checks and protection order registry.
- BC Coroners Service.
- Road safety and driver behaviour.
- Emergency planning and recovery.
- Fire safety and prevention.
- Flood protection and mitigation.
- Liquor licensing, enforcement and distribution.
- Regulation of the private security industry.

PROTECTION OF BASIC LEGAL RIGHTS AND RELATIONSHIPS

- Family justice services.
- Alternatives to litigation (mediation, conciliation and arbitration).
- Maintenance enforcement and locate services.
- Legal aid and public legal education.
- Civil legal services to government.
- Civil, family, administrative and criminal law policy.
- Oversight of consumer protection policy.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Justice works continuously to update and improve its programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism and ensures compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

The executive team leads the ministry in the commitment to multiculturalism; in fact, a diversity competency has been integrated in performance expectations of all supervisors and managers, as published on the Supervisory Learning and Development website. Key decision makers within the ministry have also participated in a diversity and inclusiveness awareness session.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The Ministry of Justice values diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring process where appropriate.

The ministry is made up of talented and diverse teams that provide services to the people of B.C. Over the past fiscal year, over 900 employees have furthered their competence in working with diverse clientele and teams by attending training and development programs. Examples of development undertaken include:

- Almost 600 people enhanced their capacity to manage and lead diverse teams.
- Almost 400 employees learned ways to provide culturally sensitive programs and services to our clients.

The ministry also works with stakeholders to ensure policy and program development reflects the diversity of the province.

HIGHLIGHTS OF INITIATIVES

The following section of the report highlights the many examples of the ministry's diverse initiatives, including partnerships with stakeholders and other organizations that support multiculturalism throughout the province.

COMMUNITY SAFETY AND CRIME PREVENTION BRANCH

- Offers specialized multicultural and Aboriginal victim services, outreach and counselling support for women impacted by violence.
- Funds VictimLink BC, a toll-free service in more than 110 languages (including 17 Aboriginal languages) that provides information and referral services to victims of crime, including women who have experienced violence.

» With support from the federal Department of Justice, made online Indigenous cultural competency training available for 540 service providers who work with Aboriginal victims.

» With support from National Crime Prevention Centre Canada, is undertaking an intensive, three year, community-driven crime prevention project in three different Aboriginal communities.

» Through civil forfeiture funds, provided over $700K in grants to Aboriginal communities for crime prevention and remediation projects.

» With support from the federal government, provided $90,000 in grants for Integrated Case Assessment Teams in communities across the province to build linkages with immigrant and refugee communities and provide training to respond to high risk cases of domestic violence.

» Through the Office to Combat Trafficking in Persons, maintain dialogue and partnerships with immigrant, refugee, multicultural and Aboriginal organizations to identify, protect and provide culturally sensitive services to trafficked persons, including:

- Ongoing distribution of Pocket Cards in 14 languages with information on Human Trafficking and a toll-free number to call for assistance;
- A toll-free number (handled by VictimLINK BC) that directs callers who are unable to communicate in English to an over the phone interpretation service;
- Ongoing delivery of the first Human Trafficking Training Curriculum in Canada, "Human Trafficking: Canada is Not Immune", developed in consultation with representatives from Aboriginal, Settlement and Interpretation organizations, Multicultural Victim Services, and immigrant and refugee service networks. This training is now also available in French;
- Participated in a year-long project funded by the Government of Canada, through WelcomeBC, called "Preventing Labour Exploitation and Trafficking of Live-in-Caregivers". As part of the project, West Coast Domestic Workers Association delivered legal education sessions to live-in caregivers, created a website, and a poster translated into Filipino, Spanish, Punjabi and Chinese. A comprehensive update of the People's Law School Booklet 'Human Trafficking in Canada' was also translated into five languages; and
- Delivered three new "Train the Trainer" sessions in Northern communities with large Aboriginal populations including Prince Rupert, Quesnel and Chetwynd (Saulteau First Nation) to build community capacity to respond to human trafficking issues.

CORRECTIONS

» Recruits widely to exemplify cultural diversity and provides training in multicultural awareness and discrimination prevention for all staff.

» Offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals with language barriers.

» Recruits Aboriginal service providers to deliver spiritual leadership, counselling and cultural programs in all custody centres to facilitate offender reintegration.

» Supports the national Aboriginal Justice Strategy with funding to support community-based services for Aboriginal offenders in 30 communities across the province.

» Provides funding to support the Aboriginal Courtworker Program, a federal-provincial program covering 74 per cent of BC courthouses in 28 communities, which helps people from Aboriginal communities navigate the justice system.

» The Corrections Branch and the Justice Institute of BC have partnered to provide training in relationship violence, substance abuse management, facilitation skills, and alternative measures to Aboriginal Justice Workers.

COURT SERVICES BRANCH

» Provides ongoing support to cross-ministry and multi-lingual websites on the justice system, including links to online resources and legal publications.

» Maintains multilingual fact sheets, pamphlets, brochures and forms regarding a variety of programs and services.

» Provides circuit court in three First Nations communities including: Kwadacha; T'say Keh Dene; and, New Aiyansh.

» Provides court administrative and sheriff services to First Nation courts in New Westminster, Kamloops, and Duncan.

» Many court locations have court workers with an Aboriginal background who assist Aboriginal Peoples by guiding them through processes and providing them with referrals to legal, social, educational, employment and medical services.

» During Law Days, various multicultural organizations participate and present information which is available to anyone in attendance.

» Retains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, Municipal and Family Court hearings, in over 50 spoken languages and visual languages for the deaf and hard of hearing.

» Violation ticket centre automated telephone system includes client information for clients in multiple languages.

» Court proceedings are conducted in French or in bilingual French/English in two court locations: Victoria (Contraventions Act proceedings only) and New Westminster (criminal and youth court proceedings), which, on occasion, travels to other court locations to conduct bilingual or French trials.

» Joined with the Tsawwassen First Nation to implement certain provisions of the Tsawwassen First Nation Final Agreement, which came into effect on April 3, 2009, allowing for some civil and criminal matters arising under Tsawwassen Law to be heard in BC courts. This successful implementation represents an historic moment in the evolution of the BC justice system, particularly with respect to making space in the province's court system for the laws and legal processes of a self-governing First Nation.

» Maintains the database of French-speaking potential jurors in BC that was created by Court Services in 2011/12.

» Supports the Registry of the Specific Claims Tribunal in the provision of administrative support services to the Supreme Court of British Columbia Justices when assigned to the Specific Claims Tribunal. Note: the Specific Claims Tribunal is an initiative of the Federal Government, which is working to accelerate the resolution of specific claims in order to provide justice for First Nations claimants and certainty for government and industry.

» In partnership with the Justice Institute of BC, continues developing The Centre for Court Administration, a standardized education and training program for court administration staff. A key course in the Foundational Studies curriculum is, "Self Wellness and Client Service", which includes appreciating diversity in the workplace and providing opportunities to give back to the community.

» Developed and implemented policy in consultation with the World Sikh Organisation which permits practising members of the Sikh faith to wear kirpans in public areas of courthouses subject to various assessments and procedures.

CRIMINAL JUSTICE BRANCH

» The Criminal Justice Branch (CJB) Diversity strategy was created to promote awareness of diversity and inclusiveness in the Branch, to research best practices and offer recommendations for initiatives to implement Branch-wide, and to ensure consistency with a broader initiative to promote the importance of diversity and inclusiveness within the ministry of Justice and the BC Public Service. By increasing awareness, we can better understand, respond to, and reflect the communities we serve. Work under this initiative includes ensuring CJB publications appropriately reflect inclusive language, especially our recruitment and retention materials, professional development training on cultural awareness, and translation of CJB publications whenever possible.

» Due to one-time available federal funding, the Branch was able to undertake several cultural awareness training sessions across the province. In addition, two senior Crown Counsel were able to host training sessions aimed at junior to mid-level Crown Counsel regarding vulnerable victims and witnesses, especially new immigrants and children, regarding prosecuting violent and/or sex-based crimes.

» The Criminal Justice Branch developed two information sheets regarding the Role of the BC Prosecution Service and the Role of Crown Counsel, which were translated into nine languages and made publically available on the CJB Internet site.

» The Branch developed specialized training, for both administrative staff and Crown Counsel, to support prosecutions conducted in French.

» In 2013/14, the Criminal Justice Branch collaborated with our justice partners to update the Victim Impact Guide and related form, which were then translated into nine languages. These will be made publically available on the CJB Internet site.

» In addition, as in previous years, the Branch:

- Ensures inclusive language is used in our internal and external communications that promotes multiculturalism, diversity and inclusiveness.
- Participates in First Nations Courts (located in New Westminster, Duncan, North Vancouver and Kamloops), which are a community-based, less formal court process for accused who identify as First Nations. The sentencing process involves the development of a holistic "healing plan" for the offender to address the underlying issues that may have led to the crime being committed.
- Resource Counsel made available to work with the Hate Crime Team providing legal advice, information and support to the police and other Crown counsel across the province. Cases in which criminal activity is motivated by bigotry and intolerance of others are regarded as serious matters. Assessment of whether bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the Criminal Code, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the Criminal Code is conducted.
- Maintains a Resource Counsel position within the Branch to assist the Crown with files which may have an element of hate or bias to them.
- Maintains a liaison with the Vancouver Police Department Diversity Policing Section.
- Staffs a French language prosecutions team.

- Committed to alternative measures programs that recognize the traditional values and customs of aboriginal communities and have been authorized under section 717 of the Criminal Code.
- Contributes to a cross-ministry multi-lingual website explaining the criminal justice system in BC (JusticeBC).

EMERGENCY MANAGEMENT BC

» Supports local authorities' development of culturally appropriate emergency preparedness, response and recovery plans.

» Established the Integrated Disaster Council of BC, comprised of disaster response agencies, and multicultural groups.

» A Letter of Agreement with Aboriginal Affairs and Northern Development Canada (formerly Indian and Northern Affairs Canada) confirms Ministry support for First Nations communities if support is required in emergency response and recovery operations.

» Developed public safety brochures in Punjabi, Cantonese and Mandarin.

» Office of the Fire Commissioner supports First Nations communities in fire investigations via a direct request from RCMP, Coroners or the First Nations communities for serious injury and fatality fire incidents.

» Support local fire departments through culturally diverse fire safety initiatives.

» Brochures dealing with the Coroners Service roles and responsibilities are available in a variety of languages.

» Coroners perform their duties with respect for and consideration of the cultural practices and beliefs of the deceased and next of kin as circumstances allow.

» Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure coroners are able to communicate with family members in their chosen language.

» The BC Coroners Service was most pleased on May 2 2014, to sign a Memorandum of Understanding (MOUI) with the First Nations Health Authority of BC (FNHA), the first MOU the FNHA has signed outside the health care system. As stated in the Preamble to the MOU, the Coroners Service and FNHA "agree that it is our mutual desire to work together to improve the health, safety and well-being of First Nations in British Columbia." The FNHA was formed as the result of a tri-partite agreement involving the First Nations and the BC and federal government to transfer control of First Nations health services to First Nations control. If you would like to read more about the FNHA, it can be found on their website: www.fnha.ca

JUSTICE SERVICES BRANCH

» The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish, and Vietnamese languages. In addition, interpretation services and cultural supports are used in child protection mediation, where necessary, to support participation and accessibility for the diverse needs of ethnic groups in British Columbia.

» Almost a quarter of the mediators on the child protection roster self-identify as Aboriginal, the result of concerted effort to increase capacity to better serve Aboriginal communities.

» The Parenting after Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered online in Chinese, Mandarin, French, and Punjabi. A handbook for parents is available in Chinese, French and Punjabi.

» Multilingual family justice mediation services are provided on an ad hoc basis, as needed in Mandarin, Cantonese, Spanish, French, German, Farsi and Portuguese.

» The branch provides core funding to Legal Services Society (LSS). Other funding is provided by non-government entities, such as the Law Society and Notary Foundation, in support of LSS's multiculturalism-related initiatives. LSS delivers public legal education and information; a significant number of materials have been translated into a variety of languages, including: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethno-cultural media outlets, such as radio and newspapers and many public legal education and information programs have been tailored for First Nations audiences.

» Additionally, LSS has increased Aboriginal services being delivered through the:
  - Gladue report disbursement pilot project, which supports Aboriginal clients who face sentencing in court;
  - Legal aid intake on reserves;
  - Gladue report writing and training for lawyers and advocates;
  - Access to First Nations Courts; and
  - New public legal education and information materials for Aboriginal peoples.

» At the national level, British Columbia chairs a subcommittee of the federal/ provincial/ territorial (FPT) Aboriginal Justice Working Group and is leading the development of a justice framework to address the issue of violence against Aboriginal women and girls. The Group is preparing a report on their work to FPT Ministers Responsible for Justice and Public Safety in fall 2014.

» Using federal funding provided via the ministry of Jobs, Tourism and Innovation, and which concluded on March 31, 2014, the branch enhanced public legal education and information for new immigrants. This funding provided increased access to law related classes for English Language Services for Adults, expansion of the Court Information Program for Immigrants and enhanced training and collaboration between Public Legal Education and Information and settlement agencies, resulting in better web access to tools and resources about employment standards, housing issues, family law and increased use of multicultural media.

» Through its human rights program, the branch funds the British Columbia Human Rights Clinic to provide information, general advice, and advocacy services, including full legal representation, to eligible persons who require assistance in filing or responding to a complaint under the Human Rights Code. The Code protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin and religion (other grounds include age, marital status, family status, physical or mental disability, sex and sexual orientation).

» Education about rights and obligations under the Human Rights Code is provided through the ministry-funded British Columbia Human Rights Coalition, which includes a telephone service to respond to requests for information from the public about human rights matters; a comprehensive human rights website, which includes information in English, Chinese and Punjabi; and, seminars and training sessions for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives, and other interested groups throughout British Columbia.

» At a national level, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in federal/provincial/territorial discussions considering whether Canada will ratify or become a signatory to other instruments.

LEGAL SERVICES BRANCH

» In conjunction with Criminal Justice Branch, has a specific articled student position for Indigenous articled students. This program allocates one articling position annually for a law student having indigenous ancestry.

» Assists the ministry to ensure compliance with the Charter of Rights and Freedoms, the Human Rights Code and the Multiculturalism Act.

LIQUOR CONTROL AND LICENSING BRANCH

» Educational videos on provincial liquor laws as they apply to bars and restaurants are available via the Liquor Control and Licensing Branch website. A version of the video for restaurants has been available for several years in simplified and traditional Chinese, Cantonese, Mandarin, and Korean.

» The Liquor Control and Licensing Branch maintain a contract with the Provincial Language Service for interpreter services for use by liquor inspectors and licensing staff when required.

» Discussions have taken place to include another large licensee group – Punjabi speakers – but this will wait until the completion of the liquor policy review and resultant changes.

POLICING AND SECURITY PROGRAMS

» Police Services Division cost shares with Public Safety Canada (48 -52%) the provision of a dedicated policing service to First Nation communities. The goal of the First Nation Community Policing Service is to ensure that First Nation communities receive policing services that are culturally sensitive and responsive to the particular needs of the communities and that enhance the level of policing services normally provided by the RCMP under the Provincial Police Service Agreement. Police officers providing an enhanced service spend one hundred per cent of their time policing needs of the First Nations communities. In 2013/14 there were a total of 108.5 police members providing an enhanced service to 131 First Nation communities throughout BC through 54 Community Tripartite Agreements. Ten First Nation communities with the Stl'atl'imx nation have organized a tribal service police unit to provide culturally sensitive policing and law enforcement on their lands. In addition, the treaty Tsawwassen First Nation has an agreement with the Corporation of Delta for the dedicated services of one Delta Police officer to provide an enhanced service to their citizens.

» British Columbia recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. Policing and Security Branch sponsors the Provincial Committee on Cultural Diversity and Policing, which operates to enhance understanding, communications and participation between police and ethno-racial minorities in British Columbia. The Committee is comprised of senior police officers, other law enforcement partners and representatives from British Columbia's racial and ethnic communities. This committee is co-chaired by the Director of Police Services and the Chairman of the Canadian Race Relations Foundation. The latter is a Canadian government agency responsible to foster racial harmony and cross-cultural understanding and help to eliminate racism.

» The Police Academy of the Justice Institute of British Columbia has received a $205,000 grant through the Civil Forfeiture Office to develop cultural sensitivity training for police officers. This will include a review of present training and best practices related to cultural awareness and sensitivity training, as well as consultation with community and First Nations stakeholders.

ROADSAFETYBC (FORMERLY THE OFFICE OF THE SUPERINTENDENT OF MOTOR VEHICLES)

» The Responsible Driver Program is a remedial program for drivers with prohibitions related to drinking and/or drug use and driving. Every Canadian province and many jurisdictions throughout the world have similar programs and they have been shown to reduce the risk of repeat alcohol and/or drug-related motor vehicle collisions and convictions. BC contracts with Stroh Health Care to deliver the program province-wide. In addition to English, Stroh Health Care offers sessions in several different languages including Punjabi – Hindi, Cantonese – Mandarin, Korean, Vietnamese, and Spanish. Stroh Health Care also welcomes translators into counselling sessions, as a user-pay service.

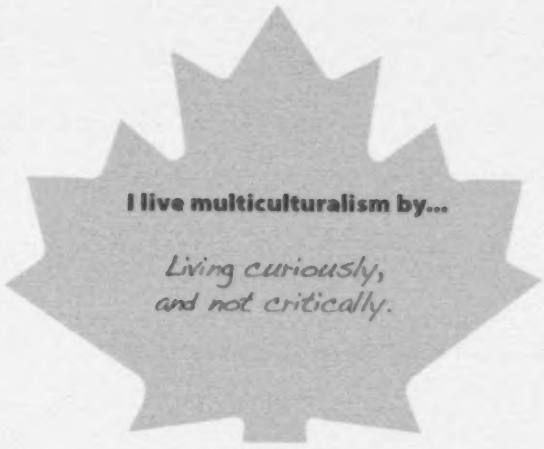
Ministry of Natural Gas Development and Minister Responsible for Housing

MANDATE

The Ministry of Natural Gas Development (MNGD) and Minister Responsible for Housing is the provincial ministry responsible for British Columbia's petroleum and natural gas sector, which comprises public and private interests that explore for, develop and use oil and gas. Through teamwork and positive working relationships with its clients, the ministry facilitates B.C.'s thriving, safe, environmentally responsible and competitive natural gas and petroleum sectors to create jobs and economic growth in communities.

A key component of the ministry's mandate is to develop tenure, royalty and regulatory policy for British Columbia's oil and gas industry, thereby promoting the effective and environmentally responsible management of the province's oil and gas resources. In developing policies, legislation and guidelines, the ministry consults with other ministries and levels of government, natural gas and petroleum companies, First Nations, communities, environmental and industry organizations, and the public.

The ministry provides a range of oil and gas related services, including the issuance of Crown subsurface resource rights, royalty programs, public geoscience and policies to address potential future resource opportunities, such as unconventional oil and gas resource development. The ministry has created a Liquefied Natural Gas Task Force, which is leading an inter-agency team to support the development of a new liquefied natural gas industry in B.C.



The ministry strives to ensure that British Columbians have access to safe, affordable and appropriate housing through:

1. Market and non-market housing policy and programs;
2. Building and safety policy and the development of technical codes and standards; and
3. Services for landlords and tenants. With regard to housing issues, the ministry's stakeholders are the citizens of B.C. and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, businesses and industry associations. Key to the ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

GOALS

As stated in the ministry's Revised 2013/14 – 2015/16 Service Plan published in June 2013, the ministry's four goals are:

» ***Goal 1:*** An internationally competitive natural gas sector that contributes to jobs and the economy.

» ***Goal 2:*** Safe and environmentally responsible natural gas resource development and use.

» ***Goal 3:*** Communities, First Nations and all British Columbians are supported by responsible resource development and use.

» ***Goal 4:*** Safe and sustainable homes for all British Columbians.

WHO WE SERVE

The ministry's stakeholders are the citizens of B.C. and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, businesses, industry and industry associations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

» The MNGD Executive remains committed to respectful, honest, trustworthy and ethical behaviour, and diversity in all its communications and actions. The executive is ethnically diverse in its composition.

» Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector (NRS) ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in Natural Resource Sector Transformation Plan. The purpose of the initiative is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.

» Through a sector-wide online survey, the NRS established a baseline understanding of and awareness of what diversity and inclusiveness is, perceived barriers and areas of opportunity. The contributions of our employees informed our plan on how to move forward.

» Our current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

» Corporate Services for the Natural Resource Sector developed a toolkit with practical aids to build employee understanding and awareness; showcased diversity and inclusiveness on their employee learning and development site; and launched an inclusion tool to evaluate policies, programs and services to ensure it meets the diverse needs of the citizens we serve.

» In June 2014, the Upstream Development Division held an Open Space Discussion involving all staff, which included topics of respect, inclusiveness and team building.

» The corporate mission statement and values support the goals of multiculturalism by ensuring policies, programs and decisions across government support the establishment of a thriving, competitive Liquid Natural Gas (LNG) industry that is environmentally and socially responsible.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

» The ministry is comprised of staff who speak the following languages: Cantonese, Dutch, English, Farsi, French, German, Gujerati, Hindi, Italian, Japanese, Kwa-Kwa-la, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish and Tagalog.

» Ministry employees have a wide variety of ethnic backgrounds: Argentinean, Australian, Austrian, British, Chinese, European, Fijian, Filipino, Iranian, Irish, Italian, Japanese, Korean, Métis, Namgis First Nation, Persian, Polish, Portuguese, Quebecois, Russian, Scottish, South Asian (Hindu and Punjab), Taiwanese, Tla-O-Qui-Aht First Nations and Tsawataineuk First Nation cultures.

» The Oil and Strategic Initiatives Division held presentations on different cultures and sampling of foods/beverages (e.g. tea from Sri Lanka, presentation on Indonesia and indigenous coffee).

» Diversity training in the work place provided a greater understanding of cultural diversity.

» Articles/highlights/notices on ethnic holidays (e.g. Chinese New Year's; Aboriginal Day, etc.) were posted on the ministry intranet.

» The Upstream Development Division is focused on building employee understanding and awareness; ensuring our recruitment and retention practices are inclusive and creating a community of healthy diversity.

» LNG revenue-sharing agreements were signed by B.C. and the Lax Kw'alaams and Metlakatla First Nations.

» The Haisla First Nation in Kitamaat Village was successful in establishing a LNG partnership.

HIGHLIGHTS OF INITIATIVES

» The international LNG in B.C. Conference was hosted by the LNG Task Force in 2014. International delegates from the U.S.A., Australia, China, France, Hong Kong, India, Italy, Japan, Korea, Netherlands, Norway, Taiwan and the United Kingdom were in attendance.

» A publication titled Fuelling the Future will be available in languages other than English, including Cantonese-Chinese, Mandarin-Chinese and Punjabi.

» The Assistant Deputy Minister of the Upstream Development Division represented the ministry at the Kormarime Conference in Korea in October 2013.

» In 2013–14, the Residential Tenancy Branch held the following public education sessions on landlord–tenant responsibilities:
- April 2013 – 3 Healthy Babies sessions for mothers new to B.C.;
- May 2013 – Camosun College International Students;
- August 2013 – University of Victoria International Students;
- September 2013 – Mosaic Immigrant's Centre; multicultural, non-profit organization;
- September 2013 – Options Settlement and Integration Program;

- October 2013 – Radio Sher-e- Punjab – focused on providing information to the South Asian community;
- November 2013 – Ready to Rent – Hiye Yu Lelum First Nations group;
- November 2013 – Ready to Rent – Pauquachin First Nation;
- February 2014 – Ready to Rent – Victoria Multicultural Centre; and
- February 2014 – Settlement Services Department for the Tri-Cities (Coquitlam).

» The Residential Tenancy Branch launched the French version of the Guide for Landlords and Tenants. The Branch continues to publish the Guide for Landlords and Tenants in B.C. in the Punjabi and Chinese languages.

» The Residential Tenancy Branch continues to offer the general Residential Tenancy Branch brochure in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.

» In addition, the Residential Tenancy Branch built on its ongoing relationship with the Francophone community by providing a public information session in French at the Vancouver Francophone Community Centre.

Ministry of Social Development and Social Innovation

MANDATE

The vision of the Ministry of Social Development and Social Innovation is to make a difference in the lives of British Columbians trying to overcome social and economic barriers. To support this vision, the ministry provides a system of supports and services to eligible British Columbians needing temporary income assistance, disability services and programs, training for employment and supports for community living services that help adults with developmental disabilities and their families.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry understands the need to provide services and supports to a diverse client community in a way that meets their needs. As part of the ministry's vision of achieving positive outcomes for our clients, the ministry has developed a framework consisting of a set of goals and values that are integrated with the B.C. Government's corporate diversity plan: Reflecting Our Communities as well as Being the Best and Citizens @ the Centre.

This framework focuses on reducing access barriers to employment and providing supports for clients of all ethnic, religious and cultural minorities, and First Nations, Metis and Inuit populations. The framework ensures that every client will experience consistent and responsive service, no matter where or how it is delivered. In addition, the ministry is promoting and supporting social innovation as a means to achieve better client outcomes and address social challenges.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

LANGUAGES

Wherever possible, language is eliminated as a barrier to services for British Columbians. Through the Provincial Language Service, frontline staff works with individuals through translation and interpretive services in over 150 languages.

Employment Program of BC service providers are required to provide full services to all unemployed British Columbians seeking assistance. Service providers achieve this in a variety of ways that are tailored to specific service demands found in their catchment area. Many of these contractors deliver services such as workshops or case management in languages other than English at the local Employment Services Centres. Sub-contracted, specialized immigrant service providers, are also a part of the service delivery model and in some catchment areas such as rural areas where the demand is less, contractors utilize specialized multicultural language supports and other services as needed.

There are dozens of sub-contracted specialized service providers utilized across the province to assist multicultural groups and individuals access all the services provided through the Employment Program of BC. For example, in areas where Service Canada has indicated there are large French-speaking populations the ministry's employment programs has specific contracts to ensure that service can be provided in French.

Additionally, many print materials, such as rack cards and brochures, are available in a variety of languages including English, Arabic, Chinese, Farsi, Filipino, French, Hindi, Korean, Punjabi and Spanish.

ENGAGING OUR STAFF

The ministry promotes and supports a culture of multiculturalism within the organization by recognizing and celebrating staff contributions, ideas on diversity and by reflecting on the differences in our workplace and communities.

Staff contribute to a blog called "The Water Cooler" on the ministry intranet site, writing on topics of importance to them. Diversity and multiculturalism are common topics of discussion. This has prompted dialogue between staff on how they can work together to foster a more inclusive workplace and build aunderstanding within the organization in how we interact with those we serve. Recently, Elizabeth Jones, a staff member posted a blog to encourage readers to share their thoughts and stories on diversity. An excerpt from her blog is included below:

What is Diversity?

Public Service Week is once again upon us and the theme is Celebrating Diversity.

But what does diversity mean? I know there is an easy way to define diversity (hello Google!), but for me it's difficult to pinpoint. Immediately, diversity brings to mind difference and yet that certainly is not what Public Service Week is about. So, how do we celebrate diversity in a way that also unifies us?

Lately, I have been thinking a lot about storytelling. When I was a kid, I used to love listening to stories my father told and, for whatever reason, they were never fairy tales or adventures. Often times they were about himself, his dad or the people he had met throughout the course of his life. Even to this day, my dad will tell me about someone he met and through that story he gives me wisdom, advice or a new perspective.

It is through our individual stories that our sense of identity is formed and that sense of identity forms the foundation of our community. And what is the public service if not a community?

We may be unique and varied individuals but the thing that always binds us together is that each of us has a powerful story of a life already lived, a present in the making and hopes as well as dreams to build our future upon. This is how I see diversity unifying us; through our stories.

Each day, we listen to the stories of the people we serve and we meet them with compassion, understanding and support because in their story we see our own. It is through our individual storytelling that we can allow our personal experiences to be heard and, through the sharing of those stories, we build a powerful, rich and diverse community identity.

The ministry's complement of over 2,000 staff is diverse and represents every major culture, a sample of which includes: First Nations, Aboriginal and Metis, Bangledashi, Chinese, Columbian, Doukhobor, Dutch, English, Finish, French, German, Indian, Indonesian, Iranian, Irish, Italian, Japanese, Jewish, Korean, Malaysian, Norwegian, Pakistani, Persian, Pilipino, Russian, Scottish, Spanish, Sri Lankan, Taiwanese, Tamil, Ukrainian and Welsh.

PARTNERSHIPS

The ministry is involved in a number of partnerships that support multiculturalism. Some partnerships are broad and involve multiple organizations and have province-wide mandates. These include leading government's work to promote and support social innovation; and the generation, development, implementation and scaling of new ideas to address B.C.'s most complex social and environmental problems. Certain populations, including new immigrants and Aboriginal people, tend to be especially vulnerable to the impact of these challenges.

The ministry engages in partnerships with Aboriginal groups to provide training programs that meet the specific needs of their communities. The example below involves the First Nations Social Development Society and Aboriginal Affairs and Northern Development Canada and how they were assisted to develop training programs for First Nations Social Development Workers delivering income assistance on reserve.

First Nations Social Development Workers deliver income assistance to clients on reserve. Aboriginal Affairs and Northern Development staff and First Nations Social Development Society have been provided access to the ministry intranet site to review the ministry Employment & Assistance worker training material. The ministry is engaging in conversations with the Society and Aboriginal Affairs and Northern Development Canada about supporting training for First Nations Social Development Workers.

As a result of this conversation, workers were invited to participate in Service Excellence training offered in the north and Mental Health training that was offered across the province. Over 400 participants took advantage of this opportunity. Further partnering opportunities may include giving access to Employment & Assistance worker training material, and First Nations Social Development Workers working with ministry staff to increase awareness of aboriginal cultures.

In addition, the ministry attended a conference last winter to discuss a partnership with the First Nations Social Development Society to work on developing employment planning training. This will enable First Nations Social Development Workers to add an employment planning component to income assistance eligibility focussed on young adults within the aboriginal community.

HIGHLIGHTS OF INITIATIVES

SERVICE DELIVERY

All new frontline workers go through Core Training, a three month training program, preparing staff to perform the essential elements of their jobs. The Core Training curriculum includes a dedicated module on diversity and inclusiveness.

The ministry has established relationships in each of the communities where treaties with First Nations have been signed (Tsawwassen, Maa-nulth and Nisga'a) and Aboriginal organizations (e.g. Friendship Centres, Aboriginal Homeless Outreach, staff and First Nations staff meet to share information on social assistance services.

SOCIAL INNOVATION

As part of government's ongoing work to build the province's capacity for social innovation, the ministry works with its business and non-profit partners to grow and strengthen B.C.'s social enterprise sector. Social enterprises — business that direct their profits toward a social purpose — are important contributors to the social and cultural life of the province. For example, the Osoyoos Indian Branch Development Corporation operates nine businesses, including the Nk'Mip Desert Cultural Centre, which highlights the Okanagan people and the area's desert landscape.

WORKFORCE DIVERSITY

The ministry is committed to supporting a diverse workforce. Based on information from the 2013 Work Environment Survey administered by the BC Public Service Agency, the ministry currently has a higher percentage of workers self-identifying as either Aboriginal (3.4%) or a visible minority (17.5%) than the BC Public Sector as a whole (BC Public Service: 3.1% Aboriginal and 13.1% Visible Minority). This is evidence of the ministry's inclusive hiring practices and embracing culture as a value.

Ministry of Technology, Innovation and Citizens' Services

MANDATE

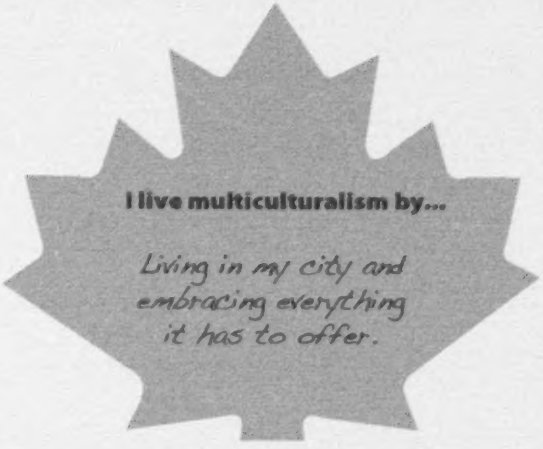
VISION

To be recognized for excellence and innovation in technology, services and program delivery for British Columbians.

MISSION

To grow B.C.'s technology sector, champion innovation, and enable delivery of cost-effective, accessible and responsive services to citizens and the public sector.

We play a unique 'threefold' role within government, as a service delivery agent, providing services directly to citizens; an enabling agent, providing services and infrastructure to our client ministries and the broader public sector; and a change agent, leading the development and implementation of corporate strategies. Our goals are to create conditions for B.C. businesses to be successful; make it easier for citizens and business to interact with government; and deliver efficient and effective services to the Public Sector.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

We aim to provide citizens and clients of our ministry better access to services they need, more choice in how they get those services, the highest quality service experience possible, and the ability to participate in and have an impact on the design or delivery of those services. Our corporate operating principles of collaboration reflect how we engage clients, citizens and employees in the design and delivery of our services and programs to better accommodate user needs — and responsiveness — and how we are responsive to the needs of clients and citizens. We recognize that our clients will have different preferences as to how they access our services so our infrastructure enables in-person, phone and online resources.

MTICS has an Inclusive and Respectful Workplace Group that is co-led by two employees. The group is comprised of approximately 30 representatives across each division, several geographic locations and every level of the ministry. It is a purely grass-roots movement to initiate and promote inclusive and respectful activities, and to promote the ministry's culture with the values of inclusiveness and respect in mind. This group offered training and an ongoing discussion around demonstrating respect for individual rights and differences.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Various people across the ministry speak Mandarin Chinese, Dutch, French, Russian, Malay, Hindi, Punjabi, and Cantonese, various First Nations dialects, and one of our staff understands 'Jiangxi' from the Jiangxi Province (one of approximately 56 spoken dialects in China!) Additionally, our Information Access Operations unit — whose frontline staff manage citizen information requests — maintains an inventory of languages spoken by staff to assist FOI applicants who may need service in another language.

MTICS sent two employee representatives to the Roundtable on Diversity and Inclusion hosted by Provincial Multicultural Advisory Council (MAC) in partnership with the Inter-Cultural Association of Greater Victoria.

The discussion and exercises from that event contributed to the development of strategies on how to make government services more accessible to diverse populations. Our Queen's Printer branch prints materials in numerous languages, based on the request of their clients. (e.g. French, English, Punjabi, Braille, Simplified Chinese, Traditional Chinese and Spanish).

Our Office of the Chief Information Officer held a multi-cultural themed celebration on January 29th entitled "Gung Haggis Fat Choy". They served Chinese pastries and tea to celebrate Chinese New Year and blended in Robbie Burns Day and celebrating the Scottish culture by serving Haggis and other treats. They decorated the workplace appropriately to match both themes. This was a well-received event and the group plans to continue and improve on it next year.

The Real Property Division (RPD) ensures employees are involved in multiculturalism and effective stakeholder relations. During 2013-14 a number of activities supported this commitment:

- Hosted an Aboriginal intern through the Aboriginal Youth Internship Program (AYIP).
- Multiple communications and presentations were made at the branch and division level about Aboriginal-related topics.
- Contributed to increased awareness and high level documentation of Aboriginal relations activities across the branch and division.
- Presented to Division and Ministry executives on the AYIP program and encouraged other Divisions to consider participation.
- Received Deputy Minister approval to participate in the Canadian Council of Aboriginal Business (CCAB) Progressive Aboriginal Relations (PAR) management framework.
- Hosted a cross-ministry Aboriginal Cultural Awareness Event, sharing information on the diversity that exists amongst Canada's Aboriginal peoples.

HIGHLIGHTS OF INITIATIVES

One of MTICS' ongoing key performance measures is the percentage of First Nations with access to broadband facilities. The ministry collaborates with First Nations organizations and the federal government on a shared goal of connectivity for 203 First Nations in support of the Transformative Change Accord. Broadband connectivity in rural and remote areas will provide access to health care information, online educational opportunities, online government services, as well as the preservation of cultures and languages that, together, will help bridge the socio-economic gap.

Government also has a responsibility to ensure all British Columbians are aware of the various services, programs and supports that serve the public – and broader discussion and questions about these matters often involve Government Communications and Public Engagement (GCPE) and media. To that end, the planning of all proactive communications opportunities and issues management-related activities are always reflective of the needs of provincial, regional and those media outlets whose primary focus is a specific ethnic population — including, where appropriate, providing translation of communications materials. GCPE also has dedicated staff that directly engages with those same media outlets to ensure we are meeting each of their respective needs.

The interns from this year's Aboriginal Youth Internship Program (AYIP) teamed together to host their second Aboriginal Cultural Awareness Event. Led by MTICS' intern, Shannon Campbell, the event was held at 4000 Seymour in Victoria on May 9, 2013. The first event was hosted by the ministry of Health's AYIP intern Annalynn Prince. Our MTICS event brought together 15 interns, where they shared information about their diverse Aboriginal backgrounds, spreading awareness of the diversity that exists among Canada's Aboriginal population. It also provided an opportunity for the interns themselves to learn more about their own cultures, since many have been detached from their culture due to residential schools and assimilation efforts.

There was a great turn out, with attendees from MTICS, Aboriginal Relations and Reconciliation, and the BC Arts Council. Ministry of Environment intern Jonathan Hanuse started things off with a prayer song, and numerous stations provided information on the following nations/ language groups: Kwakwaka'wakw, Tsartlip, Tsimshian, Stó:lō, Klahoose, Secwepemc, Syilx, Dakelh, Anishinaabe, Akaitcho and Métis.

Traditional and contemporary First Nations food was also available for sampling, including moose stew, deer soup, bannock (both fried and baked), moq'wem tea and smoked salmon.

"I enjoyed listening to the stories of a potlatch and naming ceremonies. One of the presenters was doing genealogy research so she could have her own naming ceremony performed. And, let's be honest, I thoroughly enjoyed the bannock!" commented Beth Howard.

Shannon closed the event with the Musqueam Paddle Song to wish everyone well on their journey and to thank them for attending the event.

All of the interns were pleased with how well the event went and with the level of interest among attendees, who wanted to learn more about the diversity of our Aboriginal cultures.

"I was so pleased by how many people were willing to admit they knew little about the Métis and they genuinely wanted to know more about us. Acknowledging what we don't know about each other and emphasizing the true nature of our distinct societies is how we will begin to break down barriers and engrained stereotypes. It was so encouraging to see people walk away from our table with a better understanding of the Métis Nation," commented Renae Real, FLNRO intern.

Ministry of Transportation and Infrastructure

MANDATE

The Ministry of Transportation and Infrastructure builds and maintains B.C.'s transportation infrastructure to ensure a safe, efficient and reliable network of highways and bridges across the province.

Throughout B.C., the ministry makes essential transportation investments that create more economic opportunities through increased trade, new business partnerships and the creation of long-term jobs in communities across the province. The ministry works with local governments and First Nations on multiple fronts, including the development of LNG terminals in northwest B.C. and increasing capacity of Highway 1 between Kamloops and the Alberta border.

The ministry supports transit through capital investment in Metro Vancouver, such as construction of the Evergreen Line, and by sharing the operating and capital costs of transit service in the province outside Metro Vancouver through BC Transit resulting in transit access for more than 90% of residents in British Columbia.

The ministry is also responsible for regulating passenger transportation through Passenger Transportation Branch and promotes compliance of safety regulations in the commercial transport sector through Commercial Vehicle and Safety Enforcement.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Diversity is a key goal for the ministry as it works to maximize the strengths of the employees and reach out to further engage with citizens. The ministry recognizes and embraces the opportunities presented by the ongoing demographic shifts and pressures transforming the public service. The focus on diversity aligns with the corporate diversity strategy, Reflecting our Communities.

The ministry's executive supports the Employee Advisory Forum (EAF), which is made up of approximately four dozen employees. The forum represents diversity not only in age, gender and culture, but also in the variety of positions, geographic locations, type of work and business units they represent. The EAF's Mission is to improve the work environment: to encourage best practices that will provide employees with the support, training and work environment they need to excel at and enjoy their jobs, and to encourage, model and build effective communication through all levels of our organization. A diversity lens is applied to EAF projects as they are developed and implemented.

The ministry is fortunate in attracting employees from many cultures, and strives to continue to attract, develop and retain a workforce that reflects and serves the diverse and numerous cultures of British Columbians.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry recognizes the value of a diverse workforce, and this is reflected in its recruitment efforts. Two programs - the Technician Entry Level Program (TELP) and the Engineer in Training program are marketed to under-represented candidates in rural and urban communities.

The recruitment team and marketing materials reflect the diversity of the ministry's workforce. The Engineers-in-Training (EIT) and Geoscientist-in-Training (GIT) program(s) provides participants with early-career opportunities to experience the diversity of the ministry in a series of assignments leading towards a clear career path within the ministry in engineering and technical disciplines. In the instance of EITs/GITs, they complete work required to fulfil registration requirements with the Association of Professional Engineers and Geoscientists of British Columbia.

The ministry also supports the Aboriginal Youth Internship Program (AYIP). Each year the program has been offered, at least one intern has been hired. The ministry works with interns to inform First Nations communities and youth about potential career opportunities.

Supervisors are provided with the tools and resources to promote multiculturalism and inclusion, and are informed of other related courses available through on-line learning. This includes two cross-ministry Supervisor Live Meetings, two cross-ministry Supervisor Newsletter special editions and a portion of the Work Environment Survey Supervisor Guide that specifically focuses on honouring diversity and multiculturalism in our workforce.

In 2013/14, 56 employees participated in diversity-related learning opportunities provided by the Learning Centre. This includes Diversity in the BC Public Service to Engaging with First Nations.

The Employee Advisory Forum produces a calendar that highlights days of significance to people of other cultures, such as Diwali, Eid, Ramadan and Navroz, which creates the opportunity for co-workers to celebrate the diversity of ministry's workforce.

Social media and internal communications provide information to all employees about the resources available to promote inclusiveness and diversity, including 11 diversity-focused intranet articles, Executive emails promoting Canada's National Aboriginal Day and internal promotions of Canadian Multiculturalism Day.

Multiculturalism in Action

The Language Inventory Database, piloted by the Lower Mainland District, has had a number of impacts on that work unit of approximately 50 employees that go beyond the initial intention of identifying languages spoken by staff members to enhance service to the public. The increased awareness of the diversity of the workforce has resulted in staff-led information sessions and participation in a variety of cultural events and celebrations, thereby contributing to an even greater culture of inclusiveness. This cultural awareness and consideration has been engrained in the day-to-day activities of this work unit.

HIGHLIGHTS OF INITIATIVES

The ministry recognizes the importance of embedding the principle of diversity in its policies, services and other business practices and conducts numerous public outreach activities in order to acquire diverse perspectives throughout our multicultural province.

The ministry continues with successful practices to support the economic development of First Nations by incorporating opportunities in project tenders to encourage involvement of First Nations. This includes Aboriginal Resident Employment Incentives, Training and Business Opportunity Plans and First Nation Employment, as well as the following activities:

- The Ministry of Finance's guidelines for Aboriginal Procurement and Contract Management was distributed to staff in May 2013.
- The ministry has dedicated employees to consult with First Nations on highway corridors, including major capital, rehabilitation and projects that originate within the regions.
- In the northern service area, the ministry works with the Prince George Nechako Aboriginal Employment and Training Association (PGNAETA) and is in discussions about work experience for its students. The region also works with local high schools to promote the ministry as a potential future employer, and provides work experience opportunities for students.
- The northern service area also promotes local heritage days, such as Métis Heritage Day in Fort George and National Aboriginal Day, and to encourage staff to participate, with a goal to heighten aboriginal awareness.

To strengthen relations and pursue future opportunities, there is significant First Nations involvement in many construction and highway projects undertaken by the ministry:

- Consultation with First Nations has commenced and continues during the Project Definition Phase of the George Massey Tunnel Replacement Project.
- In partnership with First Nations, the Evergreen Project includes job and contract opportunities as well as including First Nation art and interpretive signing in an Evergreen transit station.
- Westbank First Nation (WFN) and the ministry worked in partnership to deliver intersection improvements on Highway 97 through band lands. WFN led the delivery of the Nancee Way Overpass in construction, supervision as well as contract management.
- Completion of archaeological program for South Fraser Perimeter Road with participation of seven First Nations communities — a significant contribution by First Nations field technicians.
- In partnership with First Nations, the South Fraser Perimeter Road Project is completing the work at the First Nations Recognition Area with First Nations crews. The Recognition Area is designed to educate, recognize and commemorate Coast Salish culture and history, as well as the history of the local communities and cultural groups in the area. Signs and First Nations art have been incorporated as a means of educating about and celebrating Coast Salish heritage.
- Project development continued on Highway 1 east of Kamloops, with up to 20 local First Nations members providing archaeological services for the Monte Creek to Pritchard and Pritchard to Hoffman's Bluff projects.
- The ministry has hired members of the First Nations to complete bank stabilization work for the Malakwa Bridge Project.

- The ministry has hired a member of the First Nations to work with the Field Services crew for the Monte Creek — Pritchard and Pritchard to Hoffman's Bluff project, strengthening local First Nation relationships while building capacity for the community on future construction projects.
- The ministry worked with the Squamish Nation to design a highway crossing that not only allows students to safely walk or bike to and from school, but also reveals a piece of cultural history to highway travellers.
- The ministry is hiring members of the First Nations to complete clearing and brushing work on the Pritchard — Hoffmans' Phase 2, Malakwa and North Fork Bridge Projects.
- The ministry has continued to build First Nation capacity in archaeological services and the First Nations has delivered the archaeological work for a number of our projects.

The ministry continues to communicate and provide information access to citizens through public engagement, language access, social media, consultation and other activities that embrace the multicultural and diverse nature of our province:

- The ministry provides signage, artwork and publications in multiple languages and representing multiple cultures, and uses internationally recognized symbols and graphics where it determines a need exists. The ministry partners with First Nations to illustrate and display this artwork and other pieces of cultural history to residents and visitors of this province.
- In 2013, the Pacific Gateway Branch participated in the Federation of Canadian Municipalities annual convention. It conducted a survey in English and French as a means to raise awareness and education of municipal leaders across Canada about the Pacific Gateway. There was also a French-speaking person as part of the survey team.
- Through social media, the ministry encourages British Columbians to appreciate the contributions of First Nations to the province. In 2013/14, the ministry's social media channels (blog, Twitter, Facebook, Flickr, YouTube and others) created and published 12 posts promoting First Nations partnerships with the province.
- A new Pacific Gateway video was produced, "Gateway to Prosperity." It is available on the Pacific Gateway website and the ministry's YouTube Channel in English, Chinese, Korean and Japanese.
- Many Commercial Vehicle Safety and Enforcement (CVSE) team members can communicate with commercial truck drivers in a variety of languages. A CVSE inspector was a guest on Shre-e Punjab radio and provided answers to questions on transportation topics.
- The Passenger Transportation Branch has been commended for their top customer service ratings: this branch requires strong cultural-competency skills in order to work closely with associations and companies on licensing commercial passenger vehicles.
- The Evergreen Line Project provided information in Chinese, Korean and Farsi as part of a March 7, 2014 event to announce the start of tunnel construction and to officially name the tunnel boring machine. General information about the Evergreen Line is also available in these languages on the project website at www.evergreenline.gov.bc.ca/languages.htm

BC Games Society

MANDATE

The purpose of the BC Games Society is to provide an opportunity for the development of athletes, coaches and officials in preparation for higher levels of competition in a multi-sport event that promotes interest and participation in sport and sporting activities, individual achievement and community development.

Established in 1977 by the B.C. government under the Societies Act, the BC Games Society's original purpose was to provide an opportunity for all British Columbians to compete in an organized sports festival that promoted physical fitness, individual achievement and community pride.

As an evolving entity, the Society moved its focus from sport participation to athlete, coach and officials' development at the request of the province's sport minister in 1994.

The Society's success is based on the strength of its written and technological resources. Our Transfer of Knowledge program provides community volunteers with guidelines, templates and timelines for planning and delivering BC Games. Staff resources are focused on providing guidance and expertise to the key volunteers of the Host Societies, overseeing the hosting bid processes and managing the travel logistics for BC Winter and BC Summer Games athletes, coaches and technical officials.

April 1, 2013, saw the Team BC program transfer from the B.C. government's responsibility to that of the BC Games Society. Team BC is a select group of athletes, coaches and team leaders who represent the province at Canada's premiere multi-sport events — the Canada Winter Games and Canada Summer Games. The Canada Games are a national multi-sport competition with participation from every province and territory in the country and take place on an alternating summer/winter cycle every four years. B.C. also assembles a team of athletes, coaches and team leaders to represent the province at the Western Canada Summer Games. The Western Canada Summer Games bisect the Canada Summer Games and provide an opportunity for B.C.'s top age-class athletes to test their athletic talent against the best in the West.

Executive Commitment to Multiculturalism
The BC Games Society continues to help others to lead with our stated vision and values as its guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust and respect are the core of our game plan.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- Society staff have communications skills in French, Slovak, Czech, Polish, Russian and German, and cultural backgrounds of staff include Slovak, Austrian and Italian, providing for some sharing of culture and food at staff functions and holiday traditions, which then allows for a greater understanding of each other.
- Host community mayors and committees recruit their boards of directors and general volunteers to reflect the fabric of the community.
- Host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality.

» The Society continues its long-standing partnership with B.C.'s First Nations through a Memorandum of Understanding with the Aboriginal Sport, Recreation and Physical Activity Partners Council.

HIGHLIGHTS OF INITIATIVES

» The Mission 2014 BC Winter Games involved all members of that community in the planning and implementation of the Games which included several cultural and First Nations contributions through performances.

» Through our annual Government's Letter of Expectation, the Society continues to collaborate with sport system partners to promote the growth of ethnic and aboriginal sport.

BC Housing Management Commission

MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers a range of subsidized housing options for British Columbians in greatest need, and oversees the residential builder licensing and home warranty insurance system in the province, which, together with research and education initiatives, supports consumer protection for new home buyers. BC Housing's vision is housing solutions for healthier futures. Our values are Integrity, Respect, Commitment, Service and Accountability.

Our mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing as reflected in an Order-in-Council under the Housing Act establishing the British Columbia Housing Management Commission (BC Housing) in 1967. As of 2010/2011, our mandate has expanded to include responsibilities for the administration of the Homeowner Protection Act, including strengthening consumer protection for buyers of new homes and helping to bring about improvements to the quality of residential construction.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's executive commitment to multiculturalism is both long-standing and strong, and is reflected in our range of employee programs internally, our scope of client services in the community and our partnerships throughout the province. We have training and programming in place to foster a respectful, supportive and welcoming culture both internally and externally in the communities we serve.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BC Housing has had a multiculturalism policy in place since 1994. We are committed to ensuring an environment that supports and advances multiculturalism including supporting and promoting multiculturalism in our initiatives and programs.

All staff members are expected to respect multiculturalism in the workplace and when working with tenants, clients, partners and the public.

It is the policy of the BC Housing Management Commission to:

1. Ensure an environment in the organization that supports and advances multiculturalism.
2. Maintain a staff multiculturalism committee consisting of representatives of the various branches of the organization. The committee is responsible for the ongoing development of an action plan to support and promote multiculturalism at the commission, monitoring and reporting on initiatives and guiding progress.
3. Implement and evaluate the commission's multiculturalism policy and action plan and ensure that all staff is accountable for their behaviours towards the public and co-workers, with respect to multiculturalism.

HIGHLIGHTS OF INITIATIVES

EMPLOYEE DIVERSITY AND INCLUSION PROGRAM

BC Housing's Diversity & Inclusion Framework and Implementation Plan was launched in 2013/2014. Emerging from a consultative internal process, including employee focus groups, consultation with community agencies and research into best practices, the Framework and Implementation Plan outlines specific goals that positively impact the workplace experience of existing employees, improve our ability to attract and retain diverse talent, and enhance the capabilities of our employees in all interactions.

More specifically, the Framework sets out our rationale for intentionally fostering diversity and inclusion in our organization, establishes our definitions of both diversity and inclusion, and articulates BC Housing's commitment to nurturing and growing capacity in these areas.

The Implementation Plan sets out the practical processes and specific activities that provide staff with the tools and support needed to integrate diversity and inclusion practices into our work and daily interactions. These tools help us identify and address barriers to diversity and inclusion within our organization, and assist us in continuing to build a supportive, respectful and inclusive workforce as we become increasingly diverse.

The Diversity & Inclusion Framework and Implementation Plan focuses on three key areas:

1. ***Attracting & Onboarding:*** Includes a review of our recruitment and onboarding processes, training and support for hiring managers and the development of an Aboriginal recruitment and retention strategy.
2. ***Engaging & Developing:*** Focuses on skill development and capacity building, including foundational training sessions for employees such as respectful workplace and prevention of harassment training; workshops on building a culture of inclusion and more specific training opportunities such as sessions on Working Effectively with Aboriginal Peoples.

3. ***Building the Culture:*** Provides opportunities for both dialogue and celebration and includes activities such as an annual employee forum on diversity and inclusion and our long-standing Multicultural Celebration. This also includes our Diversity & Inclusion Lenses, tools that can be used as a guide to inclusive business practices for people throughout the organization.

As a piece of our overarching People Strategy, the Diversity & Inclusion Framework and Implementation Plan expand on our commitment to providing a healthy, safe and inclusive workplace in which respect and diversity are recognized assets. This affirms our commitment to building an organization that attracts and leverages diversity in our staff, and strives for respect and inclusion throughout our workplace and in the communities we serve.

RESPECTFUL WORKPLACE TRAINING

Supporting our commitment to cultivating and maintaining a work environment in which all employees are treated with respect and dignity, 2013/14 saw the roll-out of Working Together to Build Respectful Workplaces training.

More than 100 employees have completed this customized, in-person course to date, and this mandatory training will be delivered to all employees by the end of the 2014/15 fiscal year.

In this workshop, participants explore behaviours that create a cooperative, courteous, considerate work atmosphere — one that enables each person to do their best work and contribute to the success of the team. This includes reviewing BC Housing's Respectful Workplace Policy and key elements of a respectful work environment; identifying respectful and disrespectful team behaviours; recognizing the impact of our communication and behaviour on others; understanding our roles in creating respectful workplaces free from discrimination, harassment, and bullying; and exploring skills for working together in a respectful way.

MULTICULTURAL CELEBRATION

For the 10th year running, BC Housing celebrated Canadian Multiculturalism Day in June with our annual Multicultural Celebration. About 200 employees attended this event at our home office and others took part in smaller celebrations at our regional offices throughout the province.

The well-attended event included:

- World music and dance performed by guests and by BC Housing employees.
- Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry.
- Our Stories: New Canadians and first generation Canadians shared their personal and family stories.
- Map Station: Picking up from previous years' successful exercise, new employees and those who had not participated previously were each given as many red stickers as they needed to mark their ancestral homes on a large (over 10-foot) map of the world, building on the stickers placed previously. This impressive map, which hangs in a prominent spot in our home office year-round, shows that as a group we've descended from Canada's First Nations, Australia, Austria, Bangladesh, Bulgaria, China, Cuba, Denmark, El Salvador, England, France, Germany, Greece, Guyana, Honduras, India, Ireland, Iran, Israel, Italy, Japan, Kazakhstan, Kenya, Mexico, Netherlands, Nicaragua, North Korea, Philippines, Poland, Portugal, Romania, Russia, Singapore, Spain, South Korea, Sweden, Taiwan, Ukraine, Vietnam and many more countries around the world. Our intention is to continue growing and adding to our map, inviting new employees to add to it each year.
- Planning is currently underway for our 11th annual event.

FOCUS ON ABORIGINAL INDIVIDUALS AND FAMILIES

BC Housing is committed to supporting Aboriginal partners in the housing sector by exploring and increasing housing options to meet the needs of Aboriginal households; by working to increase the capacity of the housing sector to meet Aboriginal housing needs; and by supporting Aboriginal housing self-management.

While partnerships and programs exist specifically to support Aboriginal households, Aboriginal individuals and families are also supported by all programs across the housing continuum.

ABORIGINAL CAPACITY BUILDING

Our partnerships with Aboriginal organizations over the past several years have been diverse, including working closely with the Aboriginal Housing Management Association (AHMA) on the transfer of the administration of subsidies and operating agreements of Aboriginal housing projects, ensuring Aboriginal self-management of these projects. BC Housing has also completed an ownership and management transfer of Rural Native Housing properties on Vancouver Island to an Aboriginal non-profit housing society in that region.

Another exciting partnership is the development of training and job readiness partnership between BC Housing, Métis Nation BC, and the Aboriginal Community Employment Services Society. The goal of this partnership is essential skills building and preparing Aboriginal individuals for careers within an employer partner's organization, including onsite service teams at BC Housing.

BC Housing was also a founding partner of the World Indigenous Housing Conference, held in Vancouver in June 2012. It was the first international forum to bring Indigenous housing leaders, senior government officials, researchers and corporate heads from around the world together to learn from best practices, build a global network and showcase Indigenous cultures.

In June 2012, BC Housing hosted over 150 of our employees for a day-long event focusing on Aboriginal initiatives, issues and partnerships. This Semi-Annual Meeting (SAM) featured speakers from some of our Aboriginal partner organizations, an interactive workshop on Aboriginal history and culture in B.C. and an exceptional performance by the Nisga'a Dancers.

Over the past year, over 120 employees have completed a day-long workshop entitled Working Effectively with Aboriginal Peoples delivered by trainers from the Indigenous Corporate Consulting group and this workshop continues to be rolled out across the organization.

WOMEN'S TRANSITION HOUSING AND SUPPORTS

Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported by the provincial network of safe homes, transition houses and second-stage housing which include resources operated by Aboriginal service organizations in several communities.

Based on a review conducted last year, BC Housing has implemented changes to better address the housing and support needs of women and children fleeing violence, including Aboriginal women and children.

BC Housing also supports three Aboriginal Affairs and Northern Development Canada safe homes in their provision of services to women.

NEW HOUSING

In a multi-year project, through our Aboriginal Housing Initiative, BC Housing is developing more than 200 new affordable housing units in eight communities across B.C. for Aboriginal people living off reserve.

This new housing has created safe, secure and culturally-appropriate housing for youth, women, elders and those who are struggling with addiction.

The units are funded with $50.9 million in one-time funding through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. The Province is working in consultation with the Aboriginal Housing Management Association to administer this trust.

ABORIGINAL HOMELESS OUTREACH

BC Housing's Aboriginal Homeless Outreach Program provides urban and rural off-reserve Aboriginal people who are homeless or at risk of homelessness direct access to housing and other community resources in a culturally-sensitive manner.

At the core of the program are cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to helping Aboriginal people and families who are homeless or at risk of homelessness to meet their goals of improved health, well-being and housing stability.

BC Hydro

MANDATE

BC Hydro is a provincial Crown corporation with a mandate to generate, purchase, distribute and sell electricity.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

» BC Hydro's approach to multiculturalism is integrated within a broader diversity strategy.

» Our method has been to establish a foundation of leading practices which are required to support a successful diversity and inclusion strategy, specifically:
- A clear definition of the diversity goal and the supporting business case, including accountabilities, reporting, measurements and timetables;
- Effective sourcing and recruitment strategies;
- Awareness, engagement, and capacity building focused on leaders who understand the diversity strategy and can build and manage diverse teams; and,
- Policies and infrastructure that support equity and inclusion.

» BC Hydro's Board and Executive Team have approved a long-term goal to increase BC Hydro's representation of women, visible minorities, Aboriginal peoples and people with disabilities to be commensurate with representation levels in the BC Labour market.

» BC Hydro defines diversity as understanding, recognizing and valuing the differences that make each person unique. Our focus is on programs and initiatives that deliver measureable outcomes in our workforce.

» As of the end of December 2013, the following progress has been made towards achieving this goal across the four designated diversity categories.

BC HYDRO DIVERSITY STATISTICS AS OF DECEMBER 31, 2013

Diversity (BCH % representation)	Q4 F10	Q4 F11	Q4 F12	Q4 F13	Q3 F14
Women	31.1%	31.5%	30.5%	30.5%	29.9%
Visible Minorities	16.4%	17.5%	17.9%	18.1%	18.7%
Aboriginal Peoples	2.2%	2.3%	2.5%	2.6%	2.5%
Persons with Disabilities	2.0%	2.1%	2.1%	1.9%	1.8%

PRODUCED BY BC STATS, LABOUR & SOCIAL STATISTICS SECTION ON DECEMBER 17, 2013.

Note: Data from BC Stats survey of new BC Hydro employees. Respondents that do not return their survey to BC Stats are assumed to not be from one of the four employment equity groups; therefore the above data will be underestimated.

» Reduction in the representation of women in 2013 was an outcome of an overall reduction of headcount, specifically back office functions.

Our vision and values inform and support our diversity program, including multiculturalism:

» BC Hydro's vision of "Powering BC with clean, reliable electricity for generations" is inclusive of the changing demographics of the province. It acknowledges that our customers and increasingly our employees will be found in emerging Aboriginal talent, new Canadians and their children.

» Our values are safety, accountability, integrity, service, teamwork and ingenuity.
  - Improved customer service – By reflecting the demographics of the communities we serve, BC Hydro will be better able to understand, communicate with and serve its customers.
  - Teamwork and ingenuity – Diverse teams produce better business results by bringing different perspectives for stronger creative thinking, balanced decisions and innovative solutions.

Mechanisms and processes to involve employees at all levels to promote diversity, including multiculturalism:

» BC Hydro maintains a diversity focused role within Corporate Human Resources. The Manager of Diversity & Talent Management is responsible for the development, planning, implementation and reporting of BC Hydro's diversity strategy.

Diversity (BCH affiliations as of Dec 31, 2013)	Women	Visible Minorities	Aboriginal Peoples	Persons with Disabilities
BC Hydro Total Workforce	29.9%	18.7%	2.5%	1.8%
BC Total Workforce	48.2%	23.2%	4.1%	6.2%
BC Available Workforce*	25.7%	19.0%	2.6%	5.8%
BC Population	51.0%	24.8%	4.8%	5.8%

**Available workforce reflects the occupational distribution of jobs at BC Hydro.*

» Employee and workplace policies articulate our commitment to a workplace that values diversity and is free of discrimination and harassment.

» All employees receive mandatory respectful workplace training.

» Resources and tools have been developed to support diversity in the workplace such as:
- Quarterly enterprise diversity reporting (lagging indicator);
- Diversity metrics on Business Unit scorecards;
- Diversity Fact Sheet, Toolkit , Train-the-trainer materials, Scenario-based tools; and
- Availability upon request of Cultural awareness/cultural literacy training.

» BC Hydro also has multi-purpose quiet spaces for use by all employees at multiple locations for the purpose of reflection and faith-based practice onsite.

HIGHLIGHTS OF INITIATIVES

In 2013/14, BC Hydro received recognition as one of MediaCorp's "Top Employers in BC", "Top Diversity Employers in Canada" and one of the nations "Top Employers for New Canadians".

2014 BC's Top Employers

Canada's Best Diversity Employers

2013 Best Employers for New Canadians

Progressive Aboriginal RELATIONS GOLD LEVEL

Canadian Council for Aboriginal Business

» One of the outcomes of Aboriginal employee participation in the Progressive Aboriginal Relations (PAR) assessment in 2011 by the Canadian Council for Aboriginal Business was a recommendation to develop an Aboriginal Employee Network.

» On June 21st, 2011, National Aboriginal Day, the Aboriginal employee (RAIN) network was launched. In the picture to the right, Engineer-in-Training, and Executive Team member of the RAIN Network, Ska-Hiish Manuel explains the name — Respectful Aboriginal Inclusion Nucleus (RAIN) and members of the Network gather to celebrate. The RAIN network charter was ratified and completed in 2012, and an interim executive was confirmed in 2013 which directs the priorities and activities of the network.

BC Hydro's Aboriginal Relations Team is jointly planning with Aboriginal employees through the RAIN Network, BC Hydro's celebration of National Aboriginal day on June 21, 2015. Plans include:

» Two events at Edmonds, Dunsmuir and both will include talks from Aboriginal Leaders.

» Employee workshops on cultural practices such as cedar weaving and story-telling.

» Cafeterias will host a salmon and bannock menu.

» Employees may enjoy traditional Aboriginal salmon and bannock.

» BC Hydro provides financial and development support for the Hydro Employees' Multicultural Society (HEMS) and the more recently formed Hydro Aboriginal Employee' Network (RAIN). These employee resource groups celebrate and promote multiculturalism and inclusion through employee events during Multiculturalism Week, National Aboriginal Day and other specific cultural/religious holidays.

» In 2013/14, the HEMS committee awarded scholarships to students at the high school and post-secondary level who demonstrated support for multiculturalism in their community and worked to build a more inclusive society.

In May of 2014, BC Hydro's new Strategic Aboriginal Engagement Committee began exploring opportunities for building relationships and embedding Aboriginal interests into how BC Hydro plans and undertakes work.

The committee's mandate is to provide advice and input, identify barriers and solutions, and generate innovative concepts and approaches to support the design and delivery of BC Hydro's planning and operations as well as its Aboriginal Relations strategy.

» In 2013/14, the BC Hydro Youth Hire program, which is an entry-level job shadow program, provided 20 opportunities for Aboriginal youth and young women considering the trades, an opportunity to work with BC Hydro crews.

» Since 2009, BC Hydro has sourced and relocated internationally trained employees from the United States, Jamaica, the United Kingdom, New Zealand, Australia, Italy and Egypt.

» In 2013/14, volunteers from BC Hydro supported the engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally trained professionals for the purpose of providing provisional, entry-level memberships to the Association.

» In 2013/14, BC Hydro participated in several Utility Boot Camps, which is an initiative in partnership with Fortis BC Energy Inc., Enbridge, TransCanada, Kinder Morgan and Spectra Energy for Aboriginal participants to gain exposure to the electricity industry through training programs hosted on First Nation territories.

» In 2014/15, $192,562, which is approximately 10% of BC Hydro's total budget for corporate donations and sponsorships, was allocated to initiatives that support the development of mutually beneficial relationships between BC Hydro and Aboriginal communities. In 2013/14, such initiatives included support for community and regional events, business conferences, and educational support through scholarships.

British Columbia Assessment Authority

MANDATE

BC Assessment is a provincial Crown corporation created in 1974 under the Assessment Authority Act and governed by a Board of Directors. Its vision is "We are trusted to value B.C.," and its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the Assessment Act.

BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.9 million property owners. The annual assessment roll provides the basis for local taxing authorities to raise nearly $6.7 billion in property taxes that fund a variety of essential community services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's Executive Management Committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is with the Office of the President and Chief Executive Officer.

The Communications and Government Relations Department and Human Resources Department are responsible for internal communications as well as the distribution of public information through publications, ethnic media relations, advertising and the public website. BC Assessment's Service Plan outlines the goals, strategies and performance measures for the organization.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BC Assessment has a diverse workforce of over 650 employees representing a variety of cultures and ethnic diversity, located in 16 offices across the province (see Language Skills Bank below). BC Assessment was recognized in 2014 as one of British Columbia's Top Employers and supports the delivery of 1.9 million assessment notices to property owners in January of each year with information about the assessment process. BC Assessment's commitment to multiculturalism and diversity is promoted to all employees as part of internal communications and to the public as part of the annual Property Assessment Communications Campaign. BC Assessment's Human Resources Department's hiring practices support diversity in the workplace (e.g. age/culture/gender/experience).

HIGHLIGHTS OF INITIATIVES

- In 2013-14, BC Assessment provided assessment rolls and services on a contract basis to 60 First Nations in British Columbia that have the authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is undertaken every second year.
- BC Assessment has an internal Language Skills Bank (volunteer program) located on its Intranet site as a staff resource representing 21 different languages including Dutch, Cantonese, German, Mandarin, Russian, Punjabi, Spanish, Italian, Vietnamese, etc. The purpose of the program is to connect employees who have additional language skills to help customers with oral or written questions during peak business periods.

» BC Assessment staff are available, upon request, to make presentations about the property assessment process and annual assessment roll to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media outlets are included on news release distribution lists and some BC Assessment spokespeople with language skills are trained to conduct interviews with select ethnic media outlets.

» BC Assessment translated radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland to raise awareness for the property assessment process and release of the 2014 Assessment Roll.

» BC Assessment often meets delegations from First Nations to share information with a variety of multicultural relationships

British Columbia Council for International Education

MANDATE

VISION

To profile B.C. as the education destination of choice for learners from around the globe and to promote global citizenry and internationalization at all levels in B.C.'s education system.

MISSION

The British Columbia Council for International Education (BCCIE) supports all participants in B.C.'s International Education (IE) sector and the provincial government to advance the IE interests of the Province of British Columbia.

CORE VALUES

BCCIE's core values guide its operations and are embedded in its organizational culture and include:

» Internationalization

» Global citizenry

» Collaboration

» Best Practices

» Integrity.

BCCIE'S GOALS FOR INTERNATIONAL EDUCATION

One of BCCIE's goals for 2013/14 is to provide coordinated leadership for B.C.'s diverse IE sectors. One of the strategies to achieve this goal is to create an educational environment for Canadian students which encourages academic mobility, inclusion, global citizenry and positive intercultural engagement. To help build inclusion and cultural awareness, BCCIE encourages B.C. students to study in other countries and cultures through our work on the enhancement of the B.C. Study Abroad Consortium. In addition, BCCIE hosts professional development events that work to educate communities on the benefits of international students, resulting in the creation of more supportive and culturally aware communities throughout B.C.

Another major goal for 2013/14 is to provide effective training, service and communication for all stakeholders including K-12, post-secondary and language school educators, administrators and students. One of the strategies to achieve this goal is to provide effective professional development, service and research opportunities for the sector.

BCCIE hosts professional development events that support districts and institutions to create multicultural learning environments on topics such as how to create and maintain a successful orientation program for international students. In addition, BCCIE hosts a speaker series for the sector that brings in representatives from different countries around the world to provide an overview of the education market in their respective countries and also to talk about cultural differences which work to support and enhance an understanding and appreciation of other cultures here in B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The nature of the work at BCCIE is well aligned with the values of multiculturalism and it encourages respect, tolerance and substantial knowledge of other cultures and creeds.

BCCIE incorporates this into its hiring practices wherever possible and considers linguistic diversity when posting all positions. In addition, executive management at BCCIE supports staff to engage in cultural experiences at work. Professional development opportunities hosted through BCCIE support internationalization and global citizenry, two of BCCIE's core values.

MULTICULTURALISM IN THE WORKPLACE

BCCIE values diversity in the workplace and employees at BCCIE come from a variety of cultural backgrounds including Chinese (Hong Kong, Taiwan and Peoples Republic of China), Peruvian, Punjabi and various European cultures. In addition to the variety of cultures represented at BCCIE, numerous languages are spoken among the staff including Mandarin, Cantonese, Taiwanese, Spanish, Indonesian, French, English, Punjabi and Portuguese.

Examples of internal diversity activities at BCCIE include Lunch and Learn sessions on topics relevant to the theme of multiculturalism as well as co-op placements for students to gain work experience. In 2013/14, BCCIE revised its HR policies to allow employees to use a portion of their annual professional development funds for language study. BCCIE partners with other international organizations such as the Asia Pacific Foundation and the Canadian Bureau for International Education to advance multiculturalism in B.C.

HIGHLIGHTS OF INITIATIVES

The nature of BCCIE's work promotes internationalization with the aim of attracting students to B.C. to study, and encourages more students from B.C. to study in other countries and cultures. Since our work encourages and supports more international students to study in communities across all of B.C., many of our ongoing activities can be considered to support advancing multiculturalism in B.C. through intercultural exchange.

The list below highlights some of BCCIE's regular activities during 2013/14 that support multiculturalism:

- Enhanced the B.C. Study Abroad Consortium – a virtual consortium of post-secondary study abroad providers designed to encourage more B.C. students to study in other countries and a greater number of smaller institutions to become engaged in this activity. In 2013/14, BCCIE grew the membership with two additional institutions joining the Consortium and offered one study abroad scholarship to a B.C. student.
- Supported the B.C. government's IE Strategy, launched in May of 2012 by working to increase the number of international students who choose to study in B.C. as well as supported those international students to study in different communities across B.C.
- Organized and hosted speaker series – coordinated ambassadors to speak about topics related to IE and provide cultural and market overviews.
- Acted as liaison with Foreign Consular Corps – regular outreach to consular corps in support of outreach to the communities they represent.
- Organized and hosted professional development events, conferences and roundtables – many directly supportive of the goals of multiculturalism and advancing internationalization. BCCIE's annual conference, Summer Seminar, had a theme of "Re-Imagining the Narrative" of International Education in order to promote the sector's core values of internationalism and multiculturalism.
- Supported both incoming and outgoing delegations. In fiscal 2013/14, BCCIE led two outgoing delegations to China, one to Mongolia and one to Brazil. In addition, BCCIE led or coordinated three familiarization tours with delegates from the United States and Vietnam. BCCIE also hosted eight incoming delegations from China, Japan, India, Indonesia and Latin America.

British Columbia Innovation Council

MANDATE

The British Columbia Innovation Council (BCIC) encourages the development and application of advanced or innovative technologies to meet the needs of industry in B.C. We accelerate technology commercialization by supporting start-ups and developing entrepreneurs. With our partners, BCIC delivers programs and initiatives that promote company growth resulting in jobs, increased revenue and economic development in B.C.

BCIC is a Crown Agency of the Province of British Columbia.

OUR VISION

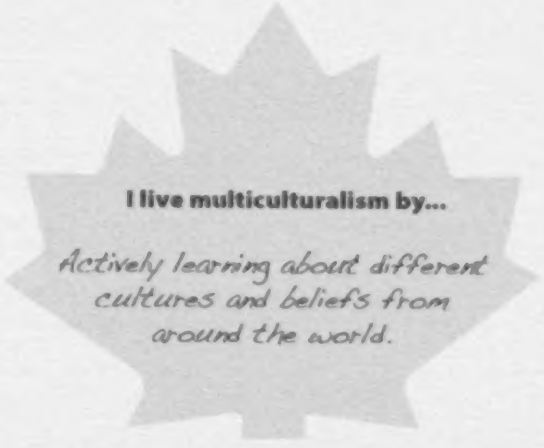
To make B.C. a great place for technology entrepreneurs and innovators.

OUR MISSION

To build British Columbia's economy by accelerating the growth of B.C. ventures through the support of entrepreneurs and tech start-ups.

ACTIVITIES

BCIC supports technology start-ups and entrepreneurs through our programs, sponsorship and competitions that facilitate technology commercialization.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIC plays a leadership role in furthering technology innovation in all regions of B.C. through the delivery of programs to technology entrepreneurs and graduate students of all ethnicities, cultures and orientation. BCIC's partners in industry and academia uphold the same principles — that everyone, regardless of gender, sexual orientation, ethnicity, colour, religion or ability, has the right to participate in BCIC-supported education and entrepreneurial training programs that benefit their start-up companies.

BCIC seeks to embody equality through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BCIC management supports and respects multiculturalism in the workplace. Recruitment and hiring is based on the qualifications, skills and training of all candidates. Our team reflects BC's multicultural and diverse population. Approximately 60 per cent of BCIC's staff are of different ethnic and cultural origins, and collectively, are fluent in seven languages including English, French, Cantonese, Mandarin, Ukrainian, Croatian and Norwegian. Similarly, participants in BCIC programs and activities also reflect the cultural diversity of our province.

BCIC's Social Committee has a mandate to create fun and engaging activities and events that are inclusive of all staff. Included among these are opportunities that showcase different cultures. BCIC staff is also encouraged to initiate opportunities for all staff to give back to our community and benefit others of varying economic, social and cultural backgrounds.

HIGHLIGHTS OF INITIATIVES

» All BCIC programs are created to benefit British Columbia-based technology start-ups and entrepreneurs of all ethnicities and cultures. BCIC also supports and delivers events that highlight B.C.'s tech community. A number of 2013/2014 initiatives fostered multiculturalism.

» BCIC regularly hosts international delegations seeking information about British Columbia's approach to accelerating technology commercialization.

» In 2013/14, BCIC provided presentations to a group of five organized by the Sichuan Provincial Science and Technology Association and another delegation of six organized by the People's Republic of China Ministry of Science and Technology.

» In March 2014, Vancouver welcomed the TED Conference for the very first time. Close to 30 TED guests were given a glimpse of B.C. innovation in technology at the Best of BC Tech Showcase organized by BCIC at HootSuite. A dozen B.C. tech companies — from cleantech to med-tech to social enterprise — came together to expose their innovations to a contingent of some of the world's most influential business minds. Among the showcasing companies was FPCC FirstVoices, an online language archiving tool that enables documentation of the diverse First Nations alphabets, dictionaries, phrases, songs and stories in online archives.

» BCIC provides financial support to 12 organizations that deliver the Venture Acceleration Program to entrepreneurs throughout B.C. Together, these partners make up the BC Acceleration Network. Each of these 12 organizations works closely with entrepreneurs of all ethnic backgrounds and cultures in their respective communities. For example, Sewllkwe Tracking Solutions of Kamloops provides reliable facility management systems incorporating online water data tracking to First Nations communities.

» LEEF wound up operations in December 2012. BCIC continues to manage the administration of the program, including chairs leading research in the following areas: Aboriginal Environmental Health, Cultures and Ecosystems at Risk, Canada-India Business & Economic Development and Aboriginal Early Childhood Development (two chairs).

- BCIC is the administrator of the Leading Edge Endowment Fund (LEEF), launched in April 2002 to encourage social and economic development in B.C. Using a cost-sharing partnership with the private sector, LEEF helped to establish Leadership Research Chairs at public, post-secondary institutions across the province in the areas of medical, social, environmental and technological research. The Fund also established Regional Innovation Chairs to create opportunities in communities through B.C.'s colleges, universities and institutes.
- BCIC provided funding to the Science Fair Foundation BC to administer the Young Innovator Scholarships programs in 2013/14. The Young Innovator Scholarships are awarded to Grade 11 and 12 student winners of their school science fair, regional science fairs or school idea mash-up event. They are intended to support post-secondary education and future careers in science, technology and business entrepreneurship. This past year, approximately 30 per cent of recipients were of visible minority backgrounds.
- Internally, BCIC's Social Committee organized two separate all-staff events to learn more about and celebrate different cultures. These included a dim sum lunch in honour of Chinese New Year and an Italian-themed dinner.

British Columbia Investment Management Corporation

MANDATE

British Columbia Investment Management Corporation (bcIMC) is a trust company established under the B.C. Public Sector Pension Plans Act, with a mandate to provide investment management services to the B.C. public sector pension plans, Provincial Government, public sector entities and other publicly administered trust funds of the Province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The approved Strategic Business Plan requires bcIMC to align our skills base and operations to support the demands of actively managing a global investment portfolio. Specific attention is given to building the skills necessary to support the global investment process and active management strategies. As a result, bcIMC's staff component is representative of the global community.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

We are committed to building a culture of long-term wealth creation for our clients that is supported by a forward-looking and global mindset, including recruiting for global research expertise. Other programs in support of this commitment include academic partnerships with B.C. — based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to bcIMC's global business objectives. bcIMC business cards are printed in English, and upon request, in the language of the region in which they will be doing business and/or the native language of the employee. We have approximately 20 different languages spoken by employees at bcIMC, including Cantonese, Mandarin, Punjabi, Filipino, Arabic, French, Spanish, Afrikaans and Italian.

HIGHLIGHTS OF INITIATIVES

Regularly scheduled onsite informational sessions are provided to staff on a variety of relevant multicultural topics. Recent noon hour learning sessions included bcIMC employees presenting information about their volunteer work in foreign countries, such as Thailand and Indonesia, as well as employee travel and culture information on countries such as Burma, China and Italy. bcIMC also hosted learning sessions on Eastern medicine and Chinese art and culture.

BC Liquor Distribution Branch

MANDATE

Under the authority of the Liquor Distribution Act and in accordance with the Importation of Intoxicating Liquors Act (Canada), the BC Liquor Distribution Branch (LDB) has the "sole right to purchase both in and out of British Columbia, liquor for resale and reuse in British Columbia."

The LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol across the province through:

- 194 BC Liquor Stores (government-managed and -operated liquor stores);
- Two distribution centres;
- Two wholesale centres; and
- Head Office.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Located in urban and rural communities throughout British Columbia, the LDB is in a unique position to demonstrate its commitment to multiculturalism to the 36.2 million customers who visit its stores each year.

At the LDB, responsibility for equity, diversity and multiculturalism is shared between the executive directors of Retail Services and Human Resources. Both of these executive-level roles are responsible for ensuring that multiculturalism is reflected in their operational areas. Multiculturalism is reflected in all operational areas from Retail Operations' numerous in-store multicultural celebrations, events and promotions to Human Resources' recruitment, hiring, outreach and training programs.

Equity, diversity and multiculturalism are reflected within our employee recruitment materials (Jump Into a Career and Step Into a Career), which feature LDB employees who reflect British Columbia's cultural diversity. In some locations employees who are multilingual are recruited in order to serve customers more effectively.

The LDB's Respect Matters initiative is designed to further build our respectful workplace. Launched in 2010, Respect Matters reiterates and reinforces that discrimination, harassment and bullying are not behaviours tolerated in our workplace. Focused sessions for employees and managers/supervisors reinforce the LDB's long-term goal to be a safe and welcoming workplace for anyone who enters our doors. To date, over 3,400 employees have participated in the Respect Matters training.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Valuing diversity is woven into the LDB's culture — our BC Liquor Stores, head office and our employees reflect this diversity.

In select BC Liquor Stores, cultural celebrations and holidays such as Chinese New Year and Diwali are recognized. In addition to recognition of these cultural events, the LDB ensures a wide product selection is available to meet the cultural needs of customers throughout the year.

The rich diversity of our employees is also reflected through the cafeteria's inclusion of international cuisine in its menus. Dietary restrictions are also considered.

For special events like the annual Public Service Week Breakfast menu, the LDB has replaced pork sausage with turkey and vegetarian sausages. These actions demonstrate the LDB's sensitivity to, and inclusiveness of, various personal, religious and cultural requirements.

Diversity is further incorporated in fundraising efforts. Each year, the LDB's Support Dry Grad Campaign accepts applications from public school districts, independent and private (First Nation, religious and other) schools throughout British Columbia

HIGHLIGHTS OF INITIATIVES

CUSTOMER AWARENESS

» Enhance cultural experience through the pairing of beverage alcohol with food
  - Select beverage alcohol products from 63 international suppliers to ensure product selection in BC Liquor Stores meets the diverse beverage alcohol needs of British Columbia's multicultural population. This translates into BC Liquor Stores maintaining an extensive global product inventory.
  - Raise multicultural awareness in TASTE — the LDB's complimentary in-store magazine — which includes food and beverage alcohol pairings, recipes and features to interest British Columbia's diverse multicultural population. In 2013/14, TASTE features highlighted Scotland's Robbie Burns Day and Chinese New Year. TASTE is available in all of the LDB's 194 BC Liquor Stores throughout British Columbia and has over a half a million readers.
  - In addition, TASTE included smaller features on the wine and cuisine of India, Burma, Spain, France, Italy, Portugal, South Africa and Argentina.

- BC Liquor Stores showcase multiple supplier product displays featuring beverage alcohol from Argentina, Australia, California, Chile, France, Germany, Italy, Portugal, New Zealand and South Africa.

» BC Liquor Stores host numerous multicultural food and wine pairing events for customers and support various cultural celebrations with in-store signage, website information, displays and special events that are recognized in select BC Liquor Stores including Hanukkah (20 stores), Chinese New Year (40 stores) and Diwali (30 stores).

British Columbia Lottery Corporation

MANDATE

The British Columbia Lottery Corporation (BCLC) operates under the provincial Gaming Control Act (2002) and within the legislative, regulatory and policy framework established by the Province.

MISSION

BCLC conducts and manages gambling in a socially responsible manner for the benefit of British Columbians. We offer exceptional gambling entertainment through:

» National and provincial lotteries;

» Casino gambling and Online gambling; and

» Commercial bingo.

VISION

Gambling is widely embraced as exceptional entertainment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. We stand behind our Standards of Ethical Business Conduct, CSR Charter and corporate policies, all of which embody our values of social responsibility, integrity and respect.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCLC's Corporate Social Responsibility (CSR) Charter formalizes our commitment to support the communities that we live and work in, and to make BCLC a great place to work through respect, empowerment and teamwork.

BCLC operates with the fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse culturally diverse.

MECHANISMS AND PROCESSES ESTABLISHED FOR INVOLVING EMPLOYEES AT ALL LEVELS TO PROMOTE MULTICULTURALISM

BCLC's Corporate Social Responsibility Charter formalizes our commitment to support the many diverse communities of BC:

- Our cultural drivers of trust, collaboration, customer focus and embracing change play an important role in fostering respect, empowerment and teamwork to make BCLC a great place to work.
- We understand the multicultural diversity of our market, our customers, our service providers and our retailers.
- Respect is one of our corporate values. We value and respect our players, service providers and each other.
- We have a comprehensive corporate policy addressing harassment.
- Our commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin is reflected in our Ethical Standards of Business Conduct, which is reviewed and signed off each year by all employees.

Embracing Multiculturalism in the Workplace
BCLC offers multi-lingual training in the Lottery Certification eLearning course in English, Punjabi, Chinese and Korean.

In addition, BCLC is committed to creating accessible information about responsible gaming and brochures are currently printed in:

- English;
- Chinese;
- Punjabi;
- Vietnamese;
- Korean;
- Tagalog; and
- French.

Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.

We provide our responsible gambling information brochures and materials to players in these languages at casinos and community gaming centres across the province at our GameSense Info Centres. Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities.

HIGHLIGHTS OF INITIATIVES

- BCLC implements Respectful Workplace Matters training for all employees.
- We have formalized our commitment to support B.C. communities and make BCLC a great place to work in our CSR Charter, Playing it Right.
- Our lottery retailer certification paper exams are provided in English, Korean and Chinese.
- GameSense responsible gambling materials are offered in English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog.
- Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.

» We provide responsible gambling information brochures and materials to players in six languages in addition to English at casinos and community gaming centres across the province at our GameSense Info Centres. Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities.

BC Oil and Gas Commission

MANDATE

Section 4 of the Oil and Gas Activities Act sets out the mandate and purposes of the BC Oil and Gas Commission (Commission) as follows.

a. To regulate oil and gas activities in British Columbia in a manner that:
   (i) Provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being;
   (ii) Conserves petroleum and natural gas resources;
   (iii) Ensures safe and efficient practices; and
   (iv) Assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas.
b. To provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects.
c. To encourage the participation of First Nations and aboriginal peoples in processes affecting them.
d. To participate in planning processes.
e. To undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

MISSION

We regulate oil and gas activities for the benefit of British Columbians. We achieve this by:

» Protecting public safety;

» Respecting those affected by oil and gas activities;

» Conserving the environment; and

» Supporting resource development.

Through the active engagement of our stakeholders and partners, we provide fair and timely decisions within our regulatory framework.

We support opportunities for employee growth, recognize individual and group contributions, demonstrate accountability at all levels, and instill pride and confidence in our organization. We serve with a passion for excellence.

VISION

To be the leading oil and gas regulator in Canada.

VALUES

- Respectful
- Accountable
- Effective
- Efficient
- Responsive
- Transparent

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Commission's Executive and Management supported diversity and multiculturalism in 2013/14 through a continued focus on the Workforce Plan, which includes engagement and diversity initiatives.

The Commission is currently working on several diversity and inclusiveness initiatives focusing on celebrating our differences while recognizing our diverse needs. This will ultimately allow the Commission to attract and retain talent from diverse segments of the workforce and add to the strength of our organization.

The Commission's formalized values include the value of being respectful, which supports respect for all staff, stakeholders and First Nations. The Commission is currently developing new measures to enhance its engagement with First Nations to ensure it is respecting those affected by oil and gas activities.

Throughout 2013/14, the Commission presented its single-window regulatory framework to several international delegations including representatives from Belgium, France, New Zealand, Korea and Turkey.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The Commission conducted a Diversity and Inclusiveness Survey in 2012 and the survey showed that 95% of Commission employees speak English most frequently at home. The survey indicated that 3.1% of employees identify as aboriginal (First Nations, Metis or Inuit) and 8% of employees identify as a non-aboriginal visible minority. The survey also found that at least 12% of the organization emigrated from one of 20 countries. Of those 12%, 35% have been in Canada less than 10 years.

To celebrate the diverse cultures represented in our workforce, the Commission held a potluck lunch in both its Victoria and Fort St. John offices to celebrate Multicultural Day in June 2013 and plan to continue this tradition in 2014. National Aboriginal Day also falls in June and last year Commission employees attended a First Nations event to celebrate Treaty Days with Prophet River First Nation in northeast B.C. Also attended was Doig Days, an annual celebration hosted by Doig River First Nation celebrating their culture and traditional way of life.

HIGHLIGHTS OF INITIATIVES

Externally, continued focus on building relationships with First Nations in B.C. throughout 2013/14 included 72 meetings with First Nations attended in person by Commission staff. This measure is tracked and will be reported in the Commission's 2013/14 Annual Report. The number of First Nations meetings attended in person by the Commission increased significantly throughout 2013/14, doubling from Q2 to Q3 and doubling again from Q3 to Q4. The Commission will continue to maintain effective service delivery through enhanced engagement initiatives with First Nations.

Internally, the Commission has supported ongoing multiculturalism initiatives in 2013/14 through its recognition of staff diversity at the annual Multicultural Day potluck event, and other diversity and inclusiveness initiatives. The Commission continues to focus on staff engagement, maintaining a respectful workplace and encouraging an organizational culture of diversity and inclusiveness for all staff. A connections event for new staff is held quarterly and features Respectful Workplace Training. The Commission also has a Student Employment Program attracting young and diverse talent to bring different perspectives to the organization. The Commission will continue to celebrate multiculturalism and diversity through these formalized programs and informal events throughout the year.

BC Pavilion Corporation

MANDATE

To generate economic and community benefit for the people of British Columbia through prudent management of public facilities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A Workplace Diversity policy was created by employees and approved by the Corporation's Executive in 1997. BC Pavilion Corporation (PavCo) continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups.

Qualification requirements are explained in generic language in order to ensure fairness and equity when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. Our culturally diverse workforce represents a variety of backgrounds including Chinese, South Asian or Indo Canadian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian and Taiwanese. Frontline and service desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

PavCo offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

HIGHLIGHTS OF INITIATIVES

During 2013/14, employee numbers in the event category increased at BC Place by over 100 positions. Corporate and supplier staff at both facilities represents Canada's diverse society and the communities we serve. Entry-level customer service positions typically require fluency in English with additional language(s) as a definite asset.

The Vancouver Convention Centre continues its focus on Service Excellence. All departments conduct daily 'line-up' meetings that focus on service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre, as well as official and exclusive suppliers, attend a Service Excellence training session. This includes a component focusing on respect, one of our core organizational values. During 2013/14, staff numbers remained stable and the majority of new staff members continue to come from diverse backgrounds. The Vancouver Convention Centre keeps a list of second languages spoken by our team. We currently have 23 different languages spoken by our staff.

BC Place continues to focus on creating amazing guest experiences. Workplace diversity and a multiculturalism philosophy and practices play an important role in supporting that goal. During 2013/14, all new employees participated in a Respectful Workplace seminar which emphasizes mutual respect, mutual responsibility and communication skills. All new employees also participate in orientation, which includes an emphasis on our organizational values: service excellence, accountability, innovation, building trust, respect and teamwork. The Human Resources team is well attuned to diversity and multicultural sensitivity, and able to assist employees and managers with respect to BC Place's commitments and obligations in employment equity and human rights.

In order to attract qualified candidates from diverse backgrounds, recruitment advertisements all contain information about our commitment to diversity in the workplace. We continue to recruit from a wide variety of sources including a number of colleges, job boards and social networks, where there is a high population of diverse individuals.

British Columbia Pension Corporation

MANDATE

The Pension Corporation is a non-profit agent of the College, Municipal, WorkSafeBC, Public Service and Teachers' Pension Plans. The corporation provides professional pension administration services on behalf of each of the plans' boards of trustees, members and employers. Funding for administrative services comes from the pension plans.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Pension Corporation continues to enrol its employees in a workshop called "Respect: The Source of Our Strength" that helps them explore and develop respectful mindsets, attitudes, values and self-esteem in the workplace.

In 2013/14, the Merit Commissioner recognized the Pension Corporation for its exemplary standards in hiring practices. With 60 new employees hired in 2013, we reached out to find coaches with diverse backgrounds and culture. This will continue to be best practice at the Pension Corporation as our employees come from a diverse range of backgrounds.

The executive supports initiatives that enable all employees to feel welcomed and supported in our work environment.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Pension Corporation has a diverse workforce representing many different countries and cultures. We have 40 employees who speak several languages and are part of our Language Assistance Database, a translation service available on our intranet to help us communicate with clients who speak and write in languages other than English. Currently, the Pension Corporation can correspond in 21 different languages, such as French, Spanish, Mandarin, Amharic, Tamil, Tigrigna, Korean, Armenian and Russian.

We recently reached out to the Inter-Cultural Association of Victoria to become a member of the Community Partnership Network. This is a network that assists organizations in developing the capacity to attract, welcome and integrate newcomers into the workforce. We believe this initiative will help us to build additional support programs for our employees.

HIGHLIGHTS OF INITIATIVES

- Recognized and initiated the need to find coaches with diverse backgrounds.
- Continued hiring individuals with diverse backgrounds.
- Requested to partner with the Inter-Cultural Association of Victoria.
- Established learning and development programs that build respectful mindsets, attitudes, values and self-esteem in the workplace.

BC Public Service Agency

MANDATE

The BC Public Service Agency provides human resource programs and services that meet the goals identified in the Corporate Human Resource Plan, Being the Best.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The current edition of Being the Best highlights a corporate diversity strategy, Reflecting Our Communities, which will ensure the BC Public Service reflects the diverse communities it serves. To support the strategy, the agency offers an e-Learning course, Diversity in the BC Public Service.

We strongly believe that this course helps the organization work towards our goal of valuing the cultural, geographic, social, experiential, generational and other differences within our province and reflecting those differences in our workforce and in our work. This e-Learning course was identified as required training for all staff in the agency. Since 2012, 301 agency employees have completed diversity and respectful workplace training.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

As an employer, the BC Public Service is committed to promoting a work environment that is free from discrimination and harassment and where all employees are treated with respect and dignity. This overarching commitment is reflected in orientation programs, human resource policies and training modules to ensure that diversity is embedded within the workplace.

The BC Public Service Agency embraces multiculturalism in the workplace by:

- Continued support for the highly successful Aboriginal Youth Internship Program, now in its seventh year.
- Implementation of the Aboriginal Relations Behavioural Competencies to provide guidance for the BC Public Service to develop culturally respectful behaviour and make the changes necessary to better serve Aboriginal people.
- Promotion of information and tools on MyHR to support Respectful Workplaces in the BC Public Service.
- Ongoing development of more targeted recruitment and marketing campaigns for the BC Public Service to reach a broader candidate pool that is inclusive of all diversity groups.

HIGHLIGHTS OF INITIATIVES

The BC Public Service Agency recognizes that with diversity come unique perspectives, beliefs and approaches. Now, more than ever, our focus on inclusion is entrenched in our business as the need to innovate becomes increasingly important to our modern workforce.

- The e-Learning course, Diversity in the BC Public Service, supports the corporate diversity strategy for the BC Public Service, Reflecting Our Communities. Because the agency believed this was such an important offering, it identified the course as required training for all agency staff.

» One way the agency is encouraging diversity is by embracing the distinct perspectives and experiences of British Columbia's Aboriginal population. Through innovative diversity programs such as the Aboriginal Youth Internship Program, we are able to support and facilitate the professional growth of Aboriginal youth across the province. For example, a program intern was awarded the YVR Art Foundation Scholarship for reflecting the art form of the British Columbia's First Nations. Another intern won the Aboriginal Youth Internship Program contest for creating a new logo that will represent the program by combining the BC Public Service's branding with First Nations, Inuit and Métis influences.

» At the 2013 Provincial Nesika Awards, the agency was recognized with its partner, the Ministry of Aboriginal Relations and Reconciliation for creating the dynamic e-Learning course, Building Capacity in Aboriginal Relations: We are all here to stay. Developed in collaboration with Aboriginal partners and colleagues from across government, this learner-driven course is the product of over a year of close consultation and partnership with internal and external subject matter experts, Aboriginal elders, and Learning Centre developers. The course seeks to deliver Aboriginal awareness training to BC Public Service employees in a culturally appropriate and unique way.

» The agency continues to develop more targeted recruitment and marketing campaigns for the BC Public Service, maximizing outreach on all external posted job opportunities to reach a broader candidate pool that is inclusive of all diversity groups. The goal is to generate an applicant flow of diverse candidates through a proactive recruitment network that is not accessible through traditional recruitment methods.

» The implementation of the 17 Aboriginal Relations Behavioural Competencies supports everyone who works in the BC Public Service and who lives on the traditional territories of Aboriginal people across the province. The competencies were developed from listening to what Aboriginal people in British Columbia said is important for working with Aboriginal people and organizations and define for the BC Public Service what will improve its individual and collective abilities to appreciate and empower the Aboriginal people across the province. The application of the competencies encompasses individuals, communities, bands, nations, organizations, and urban populations and acknowledges that this population is distinct and diverse.

» The agency continues to participate in cross-jurisdictional learning opportunities to gain diverse perspectives on human resource management and promote the BC Public Service values abroad. For instance, in June 2013, the agency hosted a group of senior public servants from China. The Chinese delegation received presentations from various agency lines of business, with presentation content and subsequent questions and answers conducted through an interpreter. The presentation content focused on various topics such as administrative supervision, government ethics, responsible agencies, regulations and practices.

» The Government of British Columbia has set a vision for B.C. to be the most progressive place for people with disabilities to live in Canada. From Dec. 3, 2013, to March 11, 2014, government held a comprehensive, province-wide consultation to better understand how government, businesses and communities can increase accessibility and decrease barriers for people living with disabilities.

» Respect in the workplace is the foundation of the agency's culture, and resources were updated on MyHR to support BC Public Service employees in promoting respectful workplaces. We offer face to face learning that supports respectful workplaces, including Building a Respectful Workplace and the Discrimination Prevention Workshop. To enhance working relationships in the BC Public Service, the agency provides the overall MyPerformance program, which includes resources to focus on supportive and powerful conversations that meaningfully engage employees and supervisors. Individual Performance Coaching and Team Coaching options promote diversity and inclusion, enhancing retention.

» In addition, we are embracing more flexible work options that recognize the diverse needs of our workforce, and promoting good personal health practices that are sensitive to individual or cultural differences through My Good Health. Our new Mental Health Matters website addresses the issue of mental health, including how to increase understanding and support around mental health issues in the workplace. Also, our new Allies for a Safe and Healthy Workplace and Leading a Safe and Healthy Workplace training programs are helping BC Public Service employees to learn about the importance of building a proactive culture of safety and health for everyone in the workplace.

» One of the themes that emerged through the disability white paper consultation was accessible service delivery. Accessible service delivery is about the B.C. government providing services and supports to British Columbians in a straightforward, respectful and fully accessible way, and demonstrating that commitment to accessibility through its own hiring practices and human resources policies.

» Aligned with this goal, the BC Public Service Employment Opportunities website is enabled with assistive technology to allow visually impaired candidates to use it. There is also a web page dedicated to help candidates obtain assistance should they require accommodation to compete effectively for a position. Functionality on the Employment Opportunities website allows for the inclusion of diversity questions as a component of all applicant profiles. This will ensure hiring practice, process and tools are inclusive. Career advisors are also available for direct contact and support.

» As part of the commitments made to citizens in response to the disability white paper consultation, the BC Public Service commits to creating an accessible public service. Within this context, efforts to achieve this goal may include:
- Creating tools and supports for hiring managers and supervisors to contribute to employee and/or applicant accommodation throughout the hiring process.
- Conducting an accessibility audit of the BC Public Service MyHR website to determine how to enhance accessibility to public servants and citizens.
- Informal partnerships with organizations dedicated to assisting persons with disabilities for the purpose of raising awareness of hiring practices.

British Columbia Securities Commission

MANDATE

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for administering and enforcing the provincial Securities Act. The mission of the Commission is to protect and promote the public interest by fostering:

» A securities market that is fair and efficient and warrants public confidence; and

» A dynamic and competitive securities industry that provides investment opportunities and access to capital.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We are an employment equity employer. We welcome and value diversity in the workplace.

HR staff are trained on discrimination and harassment prevention, investigating and resolving harassment issues and how to reduce interpersonal conflict among employees of all backgrounds.

We have a Discrimination and Harassment Prevention Policy and we provide relevant training to all employees on an on-going basis.

We translate publications and multi-media presentations into Chinese and Punjabi to provide information to community-based groups on fraud and inappropriate investing.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

We have a multitude of employees from different racial, religious and cultural backgrounds and we are open to cultural pluralism. More than 40 per cent of employees are from visible minorities.

Employees can take personal days for observing religious holidays of their faith (max. two days a year).

Employees of the commission speak 26 different languages including: Afrikaans, Austrian, Cantonese, Czechoslovakian, Danish, Dutch, Fijian, French, German, Greek, Hindi, Italian, Japanese, Mandarin, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Shanghainese, Spanish, Swahili, Tagalog, Tamil, Turkish and Ukrainian.

Every year, members of the social committee organize international food events. This year, we had an Indian lunch in June and an Italian lunch in August.

HIGHLIGHTS OF INITIATIVES

Fiscal 2014 was the BC Securities Commission's third year of its Be Fraud Aware campaign — a three-year television, radio and print campaign to educate and warn British Columbians about the dangers of investment fraud. While the campaign was launched in October 2011 with a focus on the Chinese and South Asian communities, it was aimed at a more mainstream audience in the second and third years. However, there were continued efforts made to increase fraud awareness in ethnic communities with the use of radio, print, and online promotions.

The BCSC's InvestRight and outreach program provides investor education seminars, online and printed resources in languages for those from the South Asian, Chinese and Korean communities.

BCSC staff met with various community leaders from ethnic groups to promote and raise awareness about the BCSC, investment fraud and education, as well as how to report fraud in their communities.

BCSC staff also continued to participate in a series of multicultural workshops hosted by the City of Surrey – presenting investor education to seniors with Korean, Chinese and South Asian backgrounds.

BC Transit

MANDATE

BC Transit is the provincial Crown Corporation charged with coordinating the delivery of public transportation throughout British Columbia (outside the Greater Vancouver Regional District). BC Transit serves more than 1.5 million people, providing transit services to 130 communities in collaboration with 58 local government partners.

BC Transit's mandate includes planning, funding, marketing, managing fleets and contracting for the operations of transit services. According to the British Columbia Transit Act (Section 3.1), BC Transit is to "plan, acquire, construct or cause to be constructed public passenger transportation systems and rail systems that support regional growth strategies, official community plans, and the economic development of transit service areas" [and] "to provide for the maintenance and operation of those systems."

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As a public transportation service, BC Transit supports diversity and multiculturalism with our employees, partners and customers. With Integrity as one (1) of BC Transit's six (6) values, we are committed to conducting ourselves honestly and respectfully.

To uphold our commitment to multiculturalism, BC Transit has the following policies in place:

» ***Recruitment and Selection:*** BC Transit supports diversity and multiculturalism through the application of recruitment and selection processes and procedures that are non-discriminatory, fair and provide equal employment opportunities.

» ***Discrimination:*** To ensure the application of the Human Rights Code, BC Transit also has a Discrimination Policy in place which ensures that the workplace is free of discrimination.

» ***Code of Business Conduct and Ethics:*** All new employees sign a Code of Business Conduct and Ethics. The code promotes a culture where all employees, customer, suppliers and contractors are treated with dignity and respect and are valued as individuals.

» ***Bullying and Harassment:*** BC Transit promotes the well-being of employees by identifying and preventing bullying and harassment in the workplace.

BC Transit has reinforced our policies through a confidential AlertLine that has been in place since 2010 to support our employees and promote an organizational culture free from discrimination. AlertLine enables BC Transit employees to voice concerns that may compromise BC Transit's Code of Business Conduct and Ethics. AlertLine is available 24 hours a day, seven days a week by telephone or website through a third-party provider, Navex Global (previously known as Global Compliance). Promotion of AlertLine is done as part of the orientation program; posters, brochures and wallet cards about the program are located throughout BC Transit's premises.

To measure our level of awareness with employees, BC Transit conducts a bi-annual work environment survey through BC Statistics. As part of this survey, specific questions are asked about diversity, discrimination and harassment. Survey results from 2011 to 2013 showed a positive increase in employees agreeing that diversity is valued and the workplace is free from discrimination and harassment.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

To support other languages spoken, employees that are members of the Canadian Office and Professional Employees' Union (COPE – Local 378) are provided a Second Language Premium. Positions within this union are responsible for answering our Bus Line which provides front-line support to our customers.

BC Transit also employs a number of students in co-operative education positions from a number of local post-secondary providers. For the fiscal year 2013/2014, BC Transit had six (6) co-op students and various interns over the 12-month period.

HIGHLIGHTS OF INITIATIVES

Within this fiscal period, BC Transit implemented a Bullying and Harassment Policy with corresponding procedures. These documents provide clarity regarding the expectations for employees as well as the procedures to follow when reporting any incident or complaint of workplace bullying and harassment. To create awareness and education of this new policy and procedures, training sessions were provided to staff. In addition, all directors of the organization were supplied with the Bullying and Harassment Toolkits created by WorkSafeBC.

Columbia Basin Trust

MANDATE

The mandate of Columbia Basin Trust (CBT) is to manage its assets for the ongoing economic, environmental and social benefit of the region. The region served by CBT (the Columbia Basin) is defined in the Columbia Basin Trust Act. CBT's mission is to support efforts by the people of the Columbia Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of CBT's core values is respect, which includes respect for diversity and individuals from different cultural backgrounds. This value helps guide CBT in how it works in the Columbia Basin and how the Board of Directors and staff work with one another.

MULTICULTURALISM POLICY IN ORGANIZATION

CBT has a Code of Conduct Policy for its staff that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under its Whistleblower Policy. CBT staff sign a declaration of their understanding and acceptance of the Code of Conduct annually.

CBT supports communities in identifying and achieving their priorities. When communities identify multicultural projects as their priority, CBT is able to consider providing support.

HIGHLIGHTS OF INITIATIVES

CBT is a partner in the Waneta Expansion project with Fortis Inc. and Columbia Power Corporation. This hydroelectric dam expansion has equity hiring provisions and from January 1 to December 31, 2013, seven per cent of employees were of Aboriginal ancestry.

Some of the community projects supported by CBT in 2013/14 with a multicultural focus included:

- St. Mary's Indian Band was supported to connect isolated elders with their community, nation, and culture through participating in social events and sharing their wisdom.
- The Goat River South Channel Restoration project, a partnership between the Yaqan Nukiy (Lower Kootenay Band) and the Canadian Columbia River Intertribal Fisheries Commission.
- The Circle of Indigenous Nations Society which supports parents or caregivers of Aboriginal children to learn about traditional parenting and Aboriginal culture.
- A First Nations drum circle workshop in Valemount.
- The Nelson Area Metis Society for Aboriginal singing and drumming.
- Revelstoke Multicultural Society for their Carousel of Nations.
- Village of New Denver's Nikkei Internment Memorial Centre's community outreach.
- The St. Mary's Indian Band received funds to support the development of an Archaeological Inventory Survey and Management Plan.

» St Eugene's Church restoration on the St. Mary's Ktunaxa reserve.

» The Krestova Doukobor Community Society for upgrades to their hall.

As well, Columbia Basin Trust also supported numerous Aboriginal Day celebrations throughout our mandate area.

More than 300 Basin residents connected with each other at Seeds for Success, the 2013 Columbia Basin Symposium, held in Creston from October 18 to 20, 2013.

Columbia Power Corporation

MANDATE

» Efficiently develop and operate commercially viable, environmentally sound and safe power project investments for the benefit of the Province and the residents of the Columbia Basin.

» Act as the manager of power project joint ventures with Columbia Basin Trust.

» Manage construction of the Waneta Expansion Project.

» Plan for the future of the Corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

In 2013/2014, Columbia Power continued to support diversity and multiculturalism in our workplace and on our current project — the Waneta Expansion. Activities included:

» Meeting targets for participation by First Nations and workers from equity seeking groups — including visible minorities — on the Waneta Expansion.

» First Nations cultural awareness training for representatives from Columbia Power staff, the contractor and partner employees.

» Inclusion of First Nation participation in the June 23, 2013 community day to celebrate the Waneta Expansion Project.

A First Nations Sponsorship Program established in 2005 provides annual support to a variety of community-based First Nations events and initiatives which include career and business development, sports and recreation, arts and culture and education and health initiatives. Columbia Power is an equal opportunity employer.

Ktunaxa Nation dancers at the Waneta Expansion Community Day.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Semi-annual First Nations cultural awareness training for employees has been facilitated as part of the Waneta Expansion Project since 2011. During 2013/14, Columbia Power facilitated four cross-cultural training sessions for Columbia Power employees, staff from project partners FortisBC and Columbia Basin Trust, and project contractors and subcontractors such as SNC Lavalin Inc. and Voith Hydro.

Columbia Power staff is also encouraged to participate in First Nations meetings and gatherings. Since 2012, staff have taken part in the Ktuanxa Nation Council's Annual General Assembly along with annual events such as the Columbia Basin First Nations Sturgeon Celebration, the Okanagan Nation Council's annual Salmon Feast and Celebration, the Columbia River Salmon Festival and Aboriginal Day events locally and regionally.

Columbia Power also has two staff responsible for First Nations engagement.

Okanagan Nation Council elder speaks to audience at the Waneta Expansion Community Day.

HIGHLIGHTS OF INITIATIVES

In 2013, as part of Columbia Power's commitment to support community awareness and inclusion of First Nation project partners regarding their current project — the Waneta Expansion — Columbia Power facilitated a community day to celebrate the project.

Waneta Expansion Community Day 2013 took place on June 23 and saw the participation of over 1500 members of the community in the event. The event focused on the inclusion of First Nations project partners, the Ktunaxa Nation Council and the Okanagan Nation Alliance, in the day's activities. Elders and Chiefs from both Nations were part of the opening ceremony and both Nations provided cultural presentations through dancing, drumming and song.

Columbia Power also supported the participation of First Nations community members by chartering a bus to transport community members to the event. First Nations also participated in an informational display area including a special display by the Ktunaxa Nation Council's Traditional Knowledge and Language Sector.

Columbia Power's First Nations Sponsorship Program supported the following activities in 2013/2014:

- Okanagan Nation Youth Unity Run;
- Okanagan Nation Youth Career Fair;
- Lower Columbia All First Nations Aboriginal Day Celebration;
- Ktunaxa Nation Council - Aq'am Community Trek;
- Columbia River Salmon Festival;
- Syilx Salmon Feast and Celebration;
- Ktunaxa Nation Resource Industry Youth Career Fair;
- Ktunaxa Nation Trades Bursary; and
- Future of Our Salmon Conference.

Community Living British Columbia

Community Living British Columbia (CLBC) is proud to embrace our province's rich tradition of diversity and multiculturalism. Home to over four million people, British Columbia welcomes tens-of-thousands of new immigrants every year. CLBC is committed to recognizing this strength and celebrating the rich diversity of our staff and the people we serve.

MANDATE

The Community Living Authority Act sets out CLBC's mandate and provides our legal basis to operate as a Crown corporation. To achieve this mandate, we:

- Lead operations and develop associated policy;
- Ensure quality assurance standards are met; and
- Manage funds and services.

We are accountable to the B.C. Legislature through the Minister of Social Development and Social Innovation.

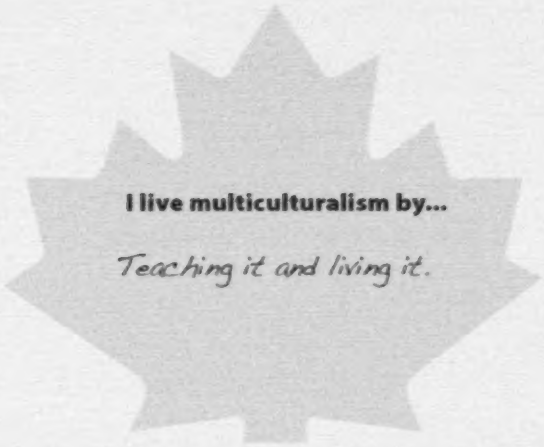
Among other things, the minister is responsible for funding, monitoring CLBC's performance, and setting provincial standards and policies.

CLBC VISION

We are a recognized leader in supporting adults with developmental disabilities to live good lives in welcoming communities.

CLBC MISSION

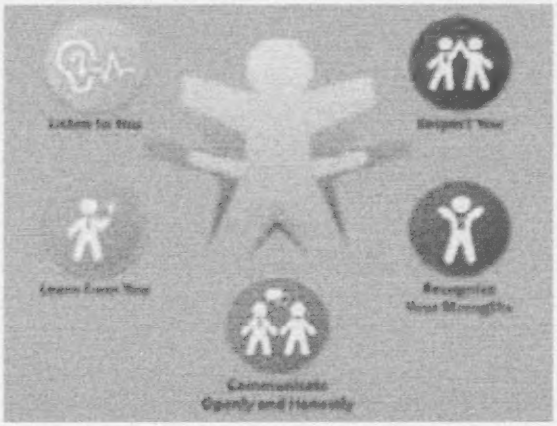
In partnership with our stakeholders, we facilitate and manage a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

We are committed to the continuous improvement of the way services and supports are delivered to the individuals and families we support. This includes a growing number of individuals from culturally diverse backgrounds, their families and communities.

OUR COMMITMENT TO YOU - IN ALL THAT WE DO, WE WILL START WITH HI AND:



CLBC's Commitment reflects feedback from a diverse group of self-advocates, families and CLBC staff over the past year. It is displayed in CLBC offices across the province and available in multiple languages.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC's commitment to multiculturalism has been integrated into our corporate planning and reporting processes. We are committed to ensuring multicultural representation exists within every CLBC working group and on all major initiatives.

COMMUNITY LIVING
BRITISH COLUMBIA

HIGHLIGHTS OF INITIATIVES

Community Living BC's 2013-2014 Multicultural Activities Report highlights our organization's active efforts to promote multiculturalism through a variety of different means, including:

- Direct engagement with individuals and families we serve.
- Ongoing staff training and orientation.
- Delivering on public pledge to recognize the individual strengths of the people we serve, respecting them and learning from their experiences.
- Inclusion of self-advocates of different multicultural backgrounds in public awareness and education campaigns.

CLBC COMMITMENT

CLBC introduced a Quality Service Commitment to establish a clear and public awareness of the way all people we serve can expect to be treated by CLBC at all times. With the Commitment, CLBC is saying to people we serve that in all we do, we will respect you, listen to you, learn from you, recognize your strengths and communicate openly and honestly.

To reflect the diversity of CLBC staff and the individuals and families we serve, the Commitment was translated into 10 different languages for display at CLBC offices across the province and online.

HUMAN RESOURCES - DIVERSITY

As part of a comprehensive review of our human resources planning, CLBC has initiated a Diversity Strategy that includes the development of an initiative that will help identify the best ways to attract, motivate and retain existing employees to reflect the diverse population in the communities we serve in British Columbia.

INDIVIDUALIZED FUNDING

CLBC has initiated a project this year to explore the provision of culturally specific/tailored supports and services by inviting members of diverse cultural backgrounds to share their stories and examples. This includes ESL families and members of Aboriginal Communities.

CONSULTING INDIVIDUALS AND FAMILIES

In December 2013, CLBC initiated a comprehensive satisfaction survey of individuals receiving services across the province and their families to get their feedback and measure opinions about service delivery.

We ensured over 1,200 interviews were the result of an independent and randomized selection process to ensure the participation of a wide a variety of backgrounds, cultures and ethnicities. The results are used to identify ways to improve the quality and responsiveness of CLBC supports and service delivery.

STAFF TRAINING

Translators within CLBC continue to support preparation of translated publications prior to release as needed. As a result, our current library of publications includes products translated into Simplified and Traditional Chinese, Tagalog, Punjabi, Vietnamese, Hindi, Korean, Farsi, French and Spanish.

An "Our Common Purpose" module remains an important part of our staff orientation training regarding cultural considerations, multiculturalism and disability. These sessions are facilitated by staff with a background working with diverse groups.

INCLUDE ME!

In addition to our annual satisfaction survey, over 1,000 individuals we serve and their families participated in CLBC's include me! initiative that is measuring quality of life outcomes in the areas of independence, social participation and well-being. The goal is to inform our decision-making and help service providers improve the quality of life of the individuals they support.

include me!
let's talk about quality of life

Last year, we expanded the initiative by:

» Translating some program materials into 10 languages.

» Making interpreter services available to individuals who completed the survey.

COMMUNITY COUNCILS

CLBC has a network of 13 volunteer Community Councils operating throughout the province, ensuring that self-advocates, families, community members and service providers play a major role in achieving our vision of fostering good lives in welcoming communities. Council membership includes many people who represent the ethnic and cultural diversity of BC. Councils work collaboratively with diverse community partners to support community inclusion, citizenship and full participation of people with developmental disabilities.

First Peoples' Cultural Council

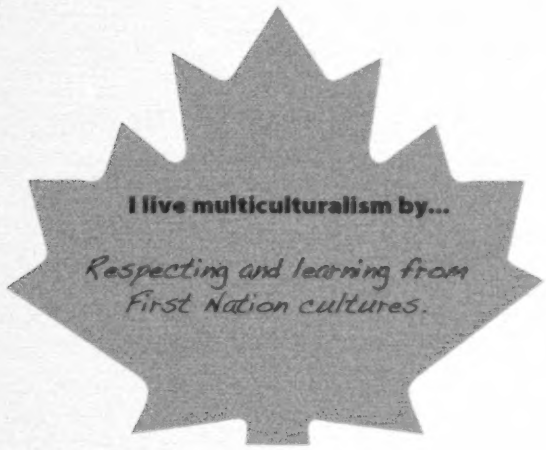
(First Peoples' Heritage, Language and Culture Council)

MANDATE

» Protect, revitalize and enhance First Nations' heritage, language, culture and arts.

» Increase understanding and sharing of knowledge, within both First Nations and non-First Nations communities.

» Heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians.



WHO WE SERVE

As a unique First Nations' led Crown agency, we serve 203 B.C. First Nations, 34 language groups, 61 dialects, and a number of First Nations arts, cultural and educational organizations. The First Peoples' Cultural Council (FPCC) promotes and celebrates the diversity of languages, arts and cultures of British Columbia's First Nations. The board and staff recognize that pride in languages, arts, songs, dances, wisdom and traditional knowledge contributes to the health and optimism of First Nations individuals and communities, and benefits all citizens of B.C.

WHAT WE DO

» Facilitate opportunities for First Nations communities in B.C. to receive funding for language and arts projects.

» Advise government on programs and issues related to First Nations languages, arts and culture.

» Offer a network of information and opportunities to First Nations artists and language champions.

» Offer advice and assistance to First Nations funding applicants.

» Develop programs and community development resources to encourage the revitalization of First Nations languages, arts and culture.

» Facilitate relationship-building opportunities between government and non-governmental entities and First Nations experts.

» Educate and share information with people in B.C. about First Nations languages, arts and culture.

» Advocate for B.C. First Nations languages, arts and culture.

» Provide training in language revitalization, archiving and immersion programs.

» Work in partnership with First Nations communities to revitalize and archive First Nations cultures and languages and restore literacy and fluency in First Nations languages.

» Generate revenue by providing professional consulting services related to art and language revitalization in B.C., Canada and around the world.

HIGHLIGHTS OF INITIATIVES

» ***FirstVoices Mobile*** – There will soon be more than 15 interactive dictionary/phrase apps for the iPod, IPad and iPhone. The apps contain text, audio, image and video content and are available as free downloads from the iTunes store.

» ***Our Living Languages*** – We are pleased to be working with the Royal BC Museum (RBCM) on a First Nations languages exhibition. Our Living Languages is unique, as it presents our languages in a modern and vibrant context. It was inspired by the belief that robust expressions of First Nations' identities are key to the health and well-being of First Nations and all British Columbians. B.C. First Nations' community members have been involved in the approach and content from the start, when the FPCC and the RBCM signed a Memorandum of Understanding in February 2013. The exhibition, opening June 21, 2014, and continuing for three years, recognizes the history of colonialism, but visitors will come to understand the importance of language diversity and the renewed future for First Nations' languages and cultures.

» ***Aboriginal Youth Engaged in the Arts*** – This new pilot project supports local initiatives that connect youth aged 15-24 with established artists through residencies, community-based workshops and collaborations in any artistic discipline. Priority is given to projects that implement new youth engagement, especially in underserved, often remote communities.

» ***FirstVoices Chat*** – This indigenous language texting app for iPad, iTouch and iPhone provides custom keypads capable of texting in over 100 Indigenous languages in Canada, Australia, New Zealand and the USA. FirstVoices Chat is available as a free download from the iTunes store.

» ***Cultural Protocols and Arts Forum*** – FPCC hosted this workshop for approximately 80 artists, cultural leaders, and community and representatives to share and discuss work already done to define and articulate cultural protocols and concepts of protection, with a particular focus on supporting the current practices of artists working in all disciplines (visual, music, dance, storytelling, media, etc.).

» ***Best of BC Tech Showcase*** – Staff from FirstVoices were invited to participate in the Best of BC Tech Showcase organized by TED Talks and the BC Innovation Council. Approximately 50 participants attended from all over the world.

» ***Endangered Languages Project (ELP)*** – In 2011, Google.org contacted the FPCC to request our participation in this global initiative to create an online collaborative network for language champions. The FPCC chairs the governance committee of the ELP website, which now hosts over 3,000 languages from around the world.

» ***Mentor Apprentice Program (MAP)*** – Training for this program, which matches a fluent First Nations speaker with a language learner, was made more widely available. Training sessions were offered to MAP teams which are currently not in our funded programs. This revenue generating endeavour allowed us to share training, resources and capacity development with many cultures, in a variety of geographic areas.

» ***Language Learning*** – Since 2010, the number of communities that have recordings in their languages has increased from 31% to 65%, and the number of semi-fluent speakers has increased from 8.2% to 9.3%.

Forestry Innovation Investment Ltd.

MANDATE

Forestry Innovation Investment (FII) is the Government of British Columbia's market development agency for forest products. FII works collaboratively with industry trade associations, other levels of government including the Government of Canada and other provinces, and with research institutions to enhance the value of B.C.'s forest resources and strengthen employment throughout the province.

FII's mandate, as specified in its Government's Letter of Expectations, is to work with the forest industry to develop and diversify markets for B.C. forest products while promoting B.C. as a world-class supplier of environmentally friendly forest products. Through these efforts, FII helps to strengthen the forest economy and create jobs in B.C.

MANDATE

- Provide equal opportunity employment regardless of gender, race, colour or religion.
- Ensure that all staff treat others in the workplace with respect and dignity.
- Provide a work environment free of harassment and discrimination.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The FII executive is committed to delivering the organization's services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and to the cultural and social contexts of all locations where activities are delivered. FII operates in an international context and the executive is committed to ensuring all staff in B.C. and in offshore locations receive the training and support necessary to engage in cross-cultural activities.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

These three documents (listed below) contain information and guidelines in support of the mandate listed above and are distributed with each employee's Policies and Procedures binder.

1. Standards of Conduct Policy
2. An Employee's Guide to a Healthy Workplace
3. A Manager's Guide to a Healthy Workplace

FII's head office staff of 17 speaks a combined total of eight languages including English, Japanese, Mandarin, Cantonese, Hindi, German, French and Tagalog. In addition, staff at FII subsidiary companies in China and India speak multiple local languages and regional dialects. Multicultural understanding is integral to FII's operations and is fostered each year through regular visits to B.C. by international staff and visitor as well as through annual planning sessions that include the company's local and foreign staff.

HIGHLIGHTS OF INITIATIVES

Since it was established in 2003, FII has promoted and funded the cost of local language training for all Canadian staff working in its overseas offices. FII's staffing in China has since evolved to be comprised entirely of persons of Asian ancestry, and its initiatives are tailored to the cultural needs of the local communities in which it operates.

In 2012, FII established a second operating subsidiary based in Mumbai, India. Employees of FII India are all Indian nationals recruited in Mumbai.

From 2008 through 2012, FII engaged with industry in delivering reconstruction support in areas of Asia hard hit by natural disasters. For example, FII delivered several major reconstruction projects in Sichuan, China including a primary school, a school for the disabled and an elderly care facility. Following the March 2011 earthquake and tsunami in Japan, the Government of B.C., through FII, provided $2 million towards reconstruction efforts in the disaster area. These funds were matched by additional contributions of $2 million from the Government of Canada, $460,000 from the B.C. forest sector and $150,000 from the Province of Alberta.

As with the reconstruction work in China, projects for tsunami reconstruction in Japan were selected with input from local and regional governments as well as community user groups, and are designed specifically to meet local needs. The first two tsunami reconstruction projects were completed in 2013: the Donguri Anne Public Library and the Yuriage Public Market, both situated in Natori City. A third project, Oranda Jima House, and after school care centre located in Iwate Prefecture, was opened in May, 2014. A fourth and final reconstruction project, the Jericho Support Centre for Disabled Children in Fukushima Prefecture, is scheduled to start construction in the summer of 2014.

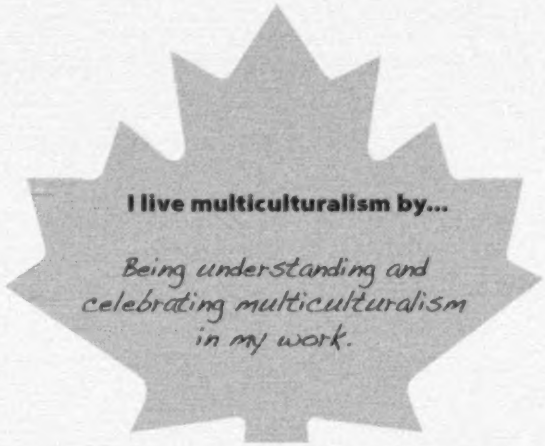
Providing reconstruction support in disaster areas not only delivers much-needed assistance for stricken communities, it also contributes greatly to deepening the bonds between the people and communities of British Columbia and our partners in Asia. These new schools and community facilities, which are designed to be focal points for local communities, are also serving as catalysts for building technical, educational and community exchange with British Columbia. Through this process, the reconstruction efforts are enhancing cross-cultural understanding and mutual respect.

Industry Training Authority

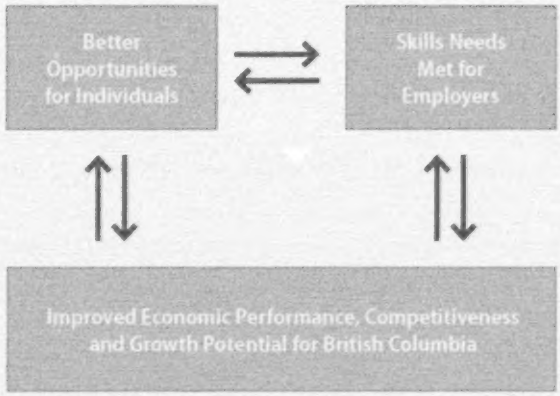
MANDATE

ITA's mandate and accountabilities are defined in the Industry Training Authority Act. An annual Government Letter of Expectations, signed by ITA's board Chair and the Minister of Jobs, Tourism and Skills Training provides additional direction.

ITA works with employers, employees, industry, labour, training providers and government to issue credentials, manage apprenticeships, set program standards and increase opportunities in approximately 100 BC trades.



PUBLIC INTERESTS SERVED


Better Opportunities for Individuals
Skills Needs Met for Employers
Improved Economic Performance, Competitiveness and Growth Potential for British Columbia

VISION

Highly skilled and productive people making British Columbia's industries prosperous and globally competitive.

MISSION

To lead British Columbia's industry skills training and certification system through collaboration and innovation.

ITA is tasked with ensuring that credentials are highly valued and available, and that apprenticeship training is delivered effectively and efficiently.

In keeping with its mandate, and informed by new direction from BC's Skills for Jobs Blueprint and the McDonald Report, ITA enables workers to acquire and verify relevant workplace skills, improving their employability and career options.

Careful alignment of training for skilled workers with current and future industry requirements provides employers with the skilled labour they need to succeed. Together, the skilled labour force and industry generate economic prosperity for British Columbia.

ITA'S GOALS AND STRATEGIES

» ***Goal 1:*** ITA credentials are valued by a broad range of industries and individuals, and align with the economic needs of B.C. strategies.
  - Continue to promote training participation and sponsorship, in partnership with government and other stakeholders, while using regional workforce table reports and other sources of labour market information to align training with opportunity.
  - Accelerate the development and implementation of competency-based assessments, providing an alternative credentialing pathway of particular value for those with existing skills (including skills acquired outside British Columbia).
  - Expand implementation of standard level exams.

» ***Goal 2:*** Employment-based apprenticeship is viable, efficient and effective in producing credentialed workers strategies.
  - Implement enhanced supports for both apprentices and sponsors, including web-based service improvements, additional resources and new regionally dispersed apprenticeship advisors.
  - Sustain and continue to refine youth strategy with a particular focus on continuation from high school to apprenticeship.
  - Foster stronger employer participation, in partnership with ITOs, and with a focus on registration and recognition of sponsors.
  - Pilot the development of flexible training delivery models.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ITA develops and implements targeted initiatives designed to increase participation in industry training and trade certification with target groups including Aboriginal people and new immigrants.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

ITA's team — from the frontline to leadership levels — includes representatives from a variety of cultures, traditions and ethnic backgrounds. Our public face — most clearly represented by our Customer Support team — is a reflection of this diversity.

In 2013/14 ITA's Customer Support team had nearly 140,000 contacts with apprentices, employer sponsors and the general public: face-to-face, by phone and online. ITA's Customer Service Representatives can provide this service in 10 languages:

» English;

» Cantonese;

» French;

» Hindi;

» Mandarin;

» Punjabi;

» Romanian;

» Russian;

» Spanish; and

» Ukrainian.

HIGHLIGHTS OF INITIATIVES

In 2013-2014, ITA continued to use Canada-British Columbia Labour Market Agreement funding to improve and deliver programs to support target groups. ITA partners with post-secondary institutions, industry and labour organizations and employment agencies and community groups to deliver programs that help Aboriginal people, immigrants and women achieve career success in the trades.

The Aboriginals in Trades Training (AITT), Immigrants in Trades Training (ITT) and Women in Trades Training (WITT) programs are tailored to provide highly individual support to each participant. Supports are varied and can include training in essential skills, child care, travel, tuition or safety equipment subsidies, among others.

ESSENTIAL SKILLS ASSESSMENT TOOL

ITA Essential Skills, a free online assessment and learning tool, helps people compare their existing skills against those required for numerous trades. The assessment measures reading, document use and numeracy. The website also offers learning plans so students can work at their own pace to develop the skills necessary to succeed in a trades training program.

The website's assessment and learning resources are now used by schools throughout BC and by ITA Labour Market Agreement (LMA) funded programs such as AITT, ITT and WITT. In 2013/14, there were more than 42,000 visits to the Essential Skills website and nearly 4,000 users completed a trade-specific essential skills assessment.

ITA Essential Skills was created to help people prepare for success in the first two levels of technical training during their apprenticeship. It focuses on Essential Skills, which are the foundation skills like reading, math and document use. Attempting to pass the entrance exams required for trades foundation programs can be a big barrier for some people wanting to pursue further trades training. The assessment tools and personalized learning plans available through ITA Essential Skills are a big help in alleviating anxiety, as students can approach learning on their own timeline and use the self-assessment tools to gauge their own preparedness for the exams.

Information on ITA Essential Skills is available at www.ita.essentialskillsgroup.com

BUILDING SUCCESS FOR ABORIGINAL PEOPLE IN THE TRADES

Between 2008/09 and 2013/14, ITA administered $14 million in LMA funding for service providers who offered training to Aboriginal people. With the help of these programs, more than 2,300 Aboriginal people received pre-apprenticeship or apprenticeship training, and the number of Aboriginal people taking trades training in BC has more than doubled. Today, Aboriginal people have established careers in virtually every trade in British Columbia.

In 2013, ITA carried out a review of the AITT program, surveying key stakeholders from Aboriginal agencies, industry, labour and training providers. The lessons learned were published in Doing It Right, a best practices guide to help organizations design programs to assist Aboriginal people to find their best fit in the trades and to succeed in becoming a registered tradesperson.

Building on the momentum from the review, ITA coordinated the September 2013, Partners in Trades Forum in collaboration with 14 construction trades unions. The event brought together more than 100 representatives from 15 B.C. Aboriginal employment and training organizations to consider opportunities to build on the positive trend lines that now see over 1000 Aboriginal people entering the trades each year.

IMPROVED PATHWAYS TO TRADES CERTIFICATION FOR NEW IMMIGRANTS

New immigrants often face barriers to putting their skills and experience to work. Foreign credentials, language impediments or re-training requirements can stand in the way of maximizing their contribution to the labour force.

ITA's LMA-funded Immigrants in Trades Training program has helped more than 2000 immigrants since 2008/09 with a variety of skill-development and career support initiatives. In 2013/14, ITA undertook several new initiatives offering significant benefits to immigrants and foreign-trained workers.

ITA's new Enhanced Challenge Pathways initiative developed practical assessment tools for 'challengers' in five high-demand trades: Construction Electrician, Carpenter, Millwright, Metal Fabricator and Heavy Duty Equipment Technician.

The Enhanced Challenge Pathways will help experienced Canadians, foreign-trained workers, or those with language barriers, to demonstrate their knowledge and skills through practical assessment tools, along with the traditional written exams, helping them progress towards certification in their trade. With the development of the model and tools for the first five trades complete, ITA will pilot the program in 2014 and roll it out fully in 2015.

In 2013/14, ITA developed and launched Standard Level Exams (SLE) for 52 trades. Apprentices in these trades will write a common provincial exam in order to progress from one level to the next. This is an exciting development that will enhance mobility for apprentices, increase hiring confidence for employers and, in addition, offer opportunity for on-the-job or foreign-trained workers to receive recognition for prior learning and experience.

Before Standard Level Exams were available, on-the-job or foreign-trained workers had two options to earn certification — challenge the certification exam or go to school and start at Level 1. With SLEs, they will now be able to earn partial credit toward a program and enter training at the higher levels.

BUILDING AWARENESS AND OPENING DOORS

Recruitment to the trades is hampered both by public perceptions of the trades experience and by a lack of awareness of the scope and quality of trades careers. Many young people, women, Aboriginal people and newcomers to British Columbia and Canada do not see the trades as a desirable career choice. In 2013/14 ITA continued to reach out to these target groups to foster a positive awareness of trades careers, hosting information sessions at high profile events such as the February, *2014 Immigrant Professionals Conference* in Burnaby.

Insurance Corporation of British Columbia

MANDATE

ICBC provides universal basic auto insurance to B.C. motorists and also competes for the optional auto insurance business.

As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to supporting diversity and inclusion as a way to improve both our employee and customer experiences.

As our province becomes increasingly diverse, ICBC has the opportunity and responsibility to understand and better respond to the changing needs of our workforce and our customers.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

ICBC has an internal diversity and inclusion strategy in place with the goal of becoming more representative of the communities ICBC serves.

Policies are in place to promote understanding and respect between employees and towards customers of diverse cultural backgrounds.

Many of the ICBC initiatives identified and the services offered are possible due to ICBC's commitment to hire a diverse workforce and engage with partners who represent the diverse, multicultural customer base that we serve.

HIGHLIGHTS OF INITIATIVES

- Real-time translation services are available in over 170 languages for all customers calling in about drivers' licensing, insurance services or claims.
- ICBC.com is available in Traditional Chinese, Simplified Chinese and Punjabi.
- In September 2013, ICBC launched a dedicated 1-800 telephone line to better assist Punjabi speaking customers who have been involved in a crash. This service provides these customers the ability to report a claim in Punjabi so they fully understand the claims process and can more easily get access to available benefits.
- Currently partnering with Progressive Intercultural Community Services (P.I.C.S.) to install video screens in their main facility to display in-language messages on the topics of road-safety, ICBC claims processes, driver licensing and automobile insurance.
- ICBC actively works with Autoplan brokers in ethnic communities to better address the needs of their multicultural clients.
- Information is made available through consular offices and multicultural networks to outline the driver's licence surrender policies for new B.C. driver's licences.

- B.C.'s driver licensing reciprocity program includes 14 foreign jurisdictions so new B.C. residents from these jurisdictions can apply for a driver's licence without having to be retested. Driver licence reciprocity is also available for four countries to allow the motorcycle classification to be added to the B.C. driver's licence without the need for retesting.
- Pre- and post-arrival communications for new B.C. residents are in place to help customers better understand how to obtain and transfer driver's licences and automobile insurance from their country of origin.
- ICBC is working proactively with B.C.'s law enforcement community to assist in translating foreign driver's licences at roadside, allowing for foreign non-resident drivers (visitors, students) to continue to be able to drive in B.C. on their foreign licence where appropriate.
- Driver's licence knowledge testing can be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish, Vietnamese and French. Motorcycle knowledge testing is also provided in Croatian, Farsi, Arabic, Russian, Spanish and Vietnamese.
- The online practice knowledge test in Punjabi for a learner's was enhanced in 2014.
- Ongoing radio, online and print advertisements in Mandarin, Cantonese and Punjabi.
- Communicates various road safety campaigns in different languages using ethnic media as well as using the First Nations radio stations. Available languages for road safety campaigns include Punjabi, Hindi, Cantonese and Mandarin.
- Ensures education, awareness and instruction on child passenger safety is made available to First Nations and multicultural communities.
- Introduced pedestrian education tip cards in Simplified Chinese and Punjabi.
- Provides translations of the Child Passenger Safety Law Card, as well as key information about the purchase and use of child passenger restraints, in Traditional Chinese, Simplified Chinese, Punjabi, Spanish and Korean.
- Provides access to Road Safety Curriculum materials for First Nation's schools through the First Nations Schools Association.
- Provides the Counter Attack safety kits in Chinese and Punjabi.
- Implements proactive media outreach campaigns to build relationships and increase coverage with multicultural media outlets.
- Produces select brochures providing information on insurance, claims and driver licensing in high demand languages.
- ICBC proactively seeks input from community stakeholder groups when considering multi-cultural initiatives and outreach.
- All external ICBC job postings are advertised through a wide recruitment network of diversity associations doing outreach on the margins of employment, such as persons with disabilities and the First Nations community, to generate the maximum number of diverse applicants for job openings.
- Participated in select career fairs which target multicultural populations. As well, ICBC proactively participated in other human resources outreach activities aimed at promoting inclusive workplaces and improving access to employment opportunities from a multicultural and diversity perspective.
- ICBC's corporate intranet includes a diversity and inclusion website. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and free online diversity training.

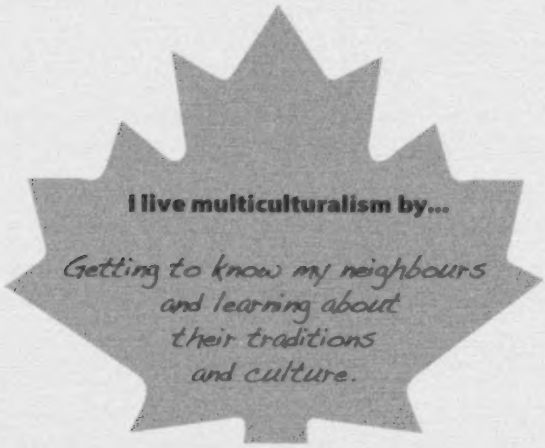
» Participated in outreach activities such as the North Vancouver Chamber of Commerce event, "Capitalizing on Workplace Diversity and the Immigrant Workforce." ICBC also participated on the employer panel where recruiters answered questions from immigrants about access to job opportunities.

» Maintains corporate memberships with associations that support diversity and inclusion including:
  - Catalyst (women and diversity);
  - Kids and Company (child and elder care services);
  - Canadian Institute of Diversity and Inclusion; and
  - Equitek (job postings with employment agencies focused on diversity).

Knowledge Network Corporation

MANDATE

1. Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians.
2. Promote lifelong learning in British Columbia by providing quality educational programming.
3. Inform and educate British Columbians about their province and about issues that are relevant to them.
4. Provide British Columbians with a unique television experience.
5. Collaborate with the independent television and web media production sectors in British Columbia.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of B.C. voices and experiences. It is fundamental to our role as B.C.'s public broadcaster.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

One of five corporate values to inform decision-making is respect; we demonstrate due regard for everyone and strive to reflect diverse points of view.

HIGHLIGHTS OF INITIATIVES

East Is East - Knowledge Network's weekly anthology series dedicated to content about life in the rapidly changing Asia Pacific region. Highlights include:

» ***China: Triumph and Turmoil*** – A look at China's growing global presence and aggressive nationalism.

» ***Forbidden Tomb of Genghis Khan*** – Follows a surprising archeological discovery about the infamous conqueror's final resting place.

» ***The Frankincense Trail*** – Four-part series tracing the 2,000-mile journey across the Middle East along the ancient frankincense trail.

» ***From C to C: Chinese Canadian Stories of Migration*** – Explores the experience of migration on Chinese families over the last century and how they were impacted by the Head Tax and Exclusion Act.

» ***Hidden Cities of Asia*** – 12-part series exploring Asia's ancient relics and untold stories.

» ***Inside the Emperor's Treasure*** – A behind-the-scenes looks at Taiwan's National Place Museum collection.

» ***Kimono*** – Tells the story of the kimono, a symbol that unites the generations and mirrors the history of Japanese culture.

» ***Singapore 1942: End of Empire*** – Tells the story of the fall of Singapore in 1942.

» ***The World Before Her*** – Follows young women on completely divergent paths in the new, modern India: contestants vying for the title of Miss India, and fierce Hindu nationalists prepared to kill and die for their beliefs.

» ***Wild China*** – Unprecedented access into this most enigmatic of countries to reveal a land of astonishing natural beauty.

We continued to showcase Aboriginal programming from local, national and global perspectives. Highlights include:

» ***From Bella Coola to Berlin*** – Explores the story of one of the indigenous groups brought to Germany, between 1870 and 1932, and exhibited in zoos and theatres.

» ***Our First Voices*** – First Nations communities across British Columbia are working to revitalize and preserve their languages for future generations.

» ***Pushing the Line: Art without Reservations*** – Examines the vibrant and engaging world of west coast aboriginal artists who challenge boundaries of traditional art.

» ***Smoke Traders*** – Told from a First Nations perspective, this documentary looks at the contraband tobacco trade and its effect on individual lives and communities.

» ***Take Me Home*** – A collection of shorts profiling British Columbians and what "home" means to them.

Legal Services Society

MANDATE

Under section 9 (1) of the Legal Services Society Act, the Legal Services Society's (LSS) mandate is to (a) assist individuals to resolve their legal problems and facilitate their access to justice, (b) establish and administer an effective and efficient system for providing legal aid to individuals in B.C., and (c) provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The LSS policy is to deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of culture at LSS and help to eliminate inequities and biases from existing services and methods of service delivery.

LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms. – from LSS Guiding Principles: Code of Ethics.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

LSS ensures its services are accessible to all communities. It does this by funding interpreters and translators for clients receiving representation and advice services. LSS also produces public legal education and information materials in 10 different languages other than English in print and online.

The Guiding Principles of LSS Administrative Policies and Procedures include Code of Ethics, Discrimination and Harassment, and Employment Equity policies, as well as collective agreements. LSS requires staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and follow an employment equity policy.

HIGHLIGHTS OF INITIATIVES

LSS ABORIGINAL LEGAL AID SERVICES

» Provided information and limited advice to 1,018 clients in Nanaimo through an Aboriginal Community Legal Worker and enhanced duty counsel in Williams Lake and Port Hardy.

» Funded Gladue reports for 82 clients and supported training on report writing for community justice workers to promote sentencing alternatives.

PUBLIC LEGAL INFORMATION AND EDUCATION

» LSS produced public legal information and education materials, in both online and paper formats, in 10 different languages.

» Legal Information Outreach Workers had 8,216 interactions with clients via the Call Centre, Downtown Community Court, in person at the Vancouver Regional Centre, and in person at the Terrace Regional Centre.

COMMUNITY OUTREACH AND DEVELOPMENT

» LSS hosted six regional conferences, bringing together 228 intermediaries from different sectors, including multicultural organizations, to provide information about access to legal aid.

» LSS partnered with 21 community organizations, which include band offices, women's shelters, and community resource centres. These partners are located in urban as well as in underserved rural, remote, and Aboriginal communities in B.C. They provide information about legal aid services to a multicultural clientele. Our community partners referred 3,636 people to legal aid services, conducted outreach events for approximately 7,478 people, and ordered 20,127 publications to help people with their legal issues.

» LSS co-sponsored three provincial training and legal education events for advocates, community organizations, Aboriginal liaison workers and multicultural agencies among other participants.

» LSS continued its participation in the Vancouver Downtown Community Court, the Drug Treatment Court of Vancouver, the Victoria Integrated Court, and the Vancouver and Nanaimo Justice Access Centers.

TELEPHONE ADVICE SERVICES

» The Family LawLINE (FLL) provided advice to 5,058 clients. The FLL has access to CanTalk services to provide advice, with the assistance of interpreters, in many languages.

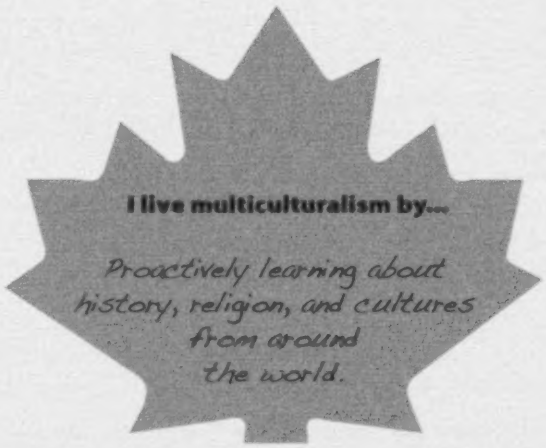
» The Brydges Line is a province-wide toll-free telephone service available 24 hours a day to assist people who are arrested and/or detained and need legal advice. This year the Brydges Line provided advice to 18,834 clients.

Partnerships British Columbia Inc.

MANDATE

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing partnership delivery solutions for public infrastructure which achieve value for money. The company is focused on delivering consistent value to its clients and is committed to its long-term viability.

partnerships
British Columbia



The following goals support Partnerships BC's vision:

» Plan and structure partnership delivery solutions for public infrastructure that are expected to achieve value for money;

» Successfully implement partnership delivery solutions for public infrastructure through leadership in procurement, practices and market development; and

» Maintain a self-sustaining organization and provide added value to an increasingly diverse client base.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The company is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Partnerships BC is committed to maintaining open access to its services and initiatives regardless of client's cultural background.

HIGHLIGHTS OF INITIATIVES

No new policies and structures in support of multiculturalism were implemented in fiscal 2013/14. However, Partnerships BC continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

Private Career Training Institutions Agency

MANDATE

The Private Career Training Institutions Agency (PCTIA) is pleased to present the 2013/2014 annual Report on Multiculturalism.

PCTIA is committed to building a welcoming and diverse organization where individuals are treated with respect.

The agency's mandate is to support quality education in British Columbia's private post-secondary career training sector through regulating standards and providing protection to students. This includes local and international students of all ethnic, cultural, and socio-economic backgrounds.

British Columbia is the most ethnically diverse province in Canada; and a highly desired study destination for thousands of international students each year. There were 48,015 students enrolled in private career training programs in British Columbia last year; 10,005 of which were international students.

The agency recognizes international students are an intrinsic component of British Columbia's post-secondary sector. International students bring with them traditions, experience and ideas that further enhance the rich cultural diversity of the province. Their presence enriches the province both socially and economically.

Many international students choose to stay in British Columbia upon completing their studies; further contributing to British Columbia's diversity with their knowledge, skills and training.

This report highlights initiatives that ensure staff are working in an inclusive environment and that student protection information is accessible to all current and prospective private post-secondary students in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

PCTIA promotes diversity and multiculturalism by ensuring information is accessible to all students, regardless of language barrier or cultural difference. In order to clearly explain PCTIA's role of student protection and the importance of attending a registered institution, an informational video was created in English, Punjabi, Korean and Mandarin. The videos are available on YouTube (youtube.com/pctiavideos) and have been distributed via Twitter (twitter.com/PCTIA).

The institutions regulated by PCTIA are diverse in their programs and ownership. Some institutions run programs either partly or entirely in languages other than English (such as Punjabi, Hindi, French and Mandarin).

Private career training offers plenty of choice for local and international students. More than 2,931 programs offered by PCTIA registered institutions attract students from all walks of life.

INCLUDED PROGRAMS

Traditional Chinese Medicine, Freelance Make-Up Artist, Web Designer, Sushi Chef, Adventure Tourism, Yoga Teacher, Hotel Management, Audio Engineering, Auto Detailing, Baking & Pastry Arts, Beauty Therapy, Early Childhood Education, Visual Effects, Veterinary Assistant, Vegetarian Nutrition, Reflexology, Travel And Tourism, Advertising, Technical Diving Instructor, Modelling, Sports & Fitness Nutrition, Flight Attendant Preparation, Translation & Interpretation, Hair Design, Tourism/Hospitality Management, Social Media, Ski And Snowboard Instructor, Herbalist, Aromatherapy, Shiatsu, Float Pilot, Graphic & Digital Media Design, Guitar Building & Repair, Health Care, Heavy Equipment Operator, Hip Hop Production, Equine Studies and more.

In 2013, Citizenship and Immigration Canada (CIC) announced new regulations for international students wishing to study in Canada.

The changes protect Canada's global reputation for high-quality education by reducing the potential for fraud or misuse of the international student program and improving services to genuine students.

PCTIA supports CIC's changes which will further encourage multiculturalism and diversity within the post-secondary education sector and enhance the overall experience of individuals wishing to study in British Columbia.

In 2013-14, Google Analytics results showed that besides Canada, the next highest numbers of visitors to the PCTIA website were from the US, India, Philippines, Brazil, China, South Korea, United Kingdom and Taiwan.

Language on the PCTIA website was simplified to be more accessible to a wider audience, particularly where English is a second language.

Both management and employees promote multiculturalism wherever possible. For example, a Mandarin-speaking staff member is taken on site visits to institutions with a high concentration of Mandarin-speakers. The staff member is able to address and translate important information for institution staff and students.

To further assist with potential language barriers, the agency accepts documents in languages other than English. Where multilingual staff are unable to translate, a translation service is used.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

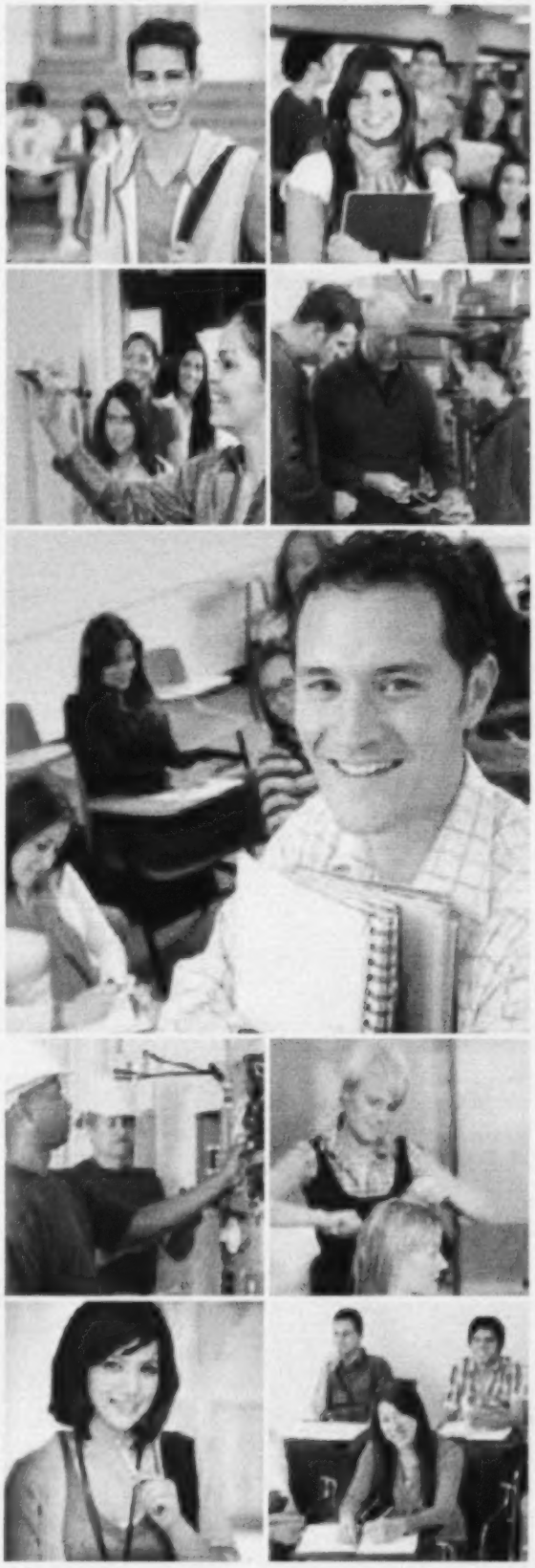
Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. However, to help reflect the sector, and where possible, PCTIA recruits employees with multiple language capabilities.

There are 13 languages other than English spoken by PCTIA staff including: Ukrainian, Polish, Punjabi, Korean, Hindi, Cantonese, Greek, German, Spanish, Japanese, Filipino, French and Mandarin.

Where appropriate, multilingual staff members assist reception staff when liaising with members of the public wishing to converse in a language other than English. The agency provides students with access to interpretation services when necessary, including American Sign Language.

Private Career Training Institutions Agency staff is committed to embracing multiculturalism and diversity. PCTIA is a place where individuals can work without discrimination.

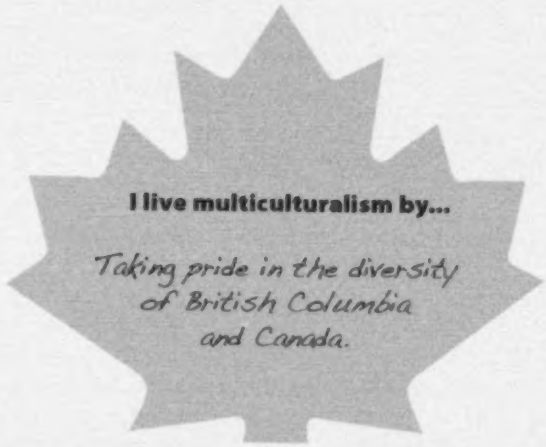
As part of its student protection mandate, the agency continues to increase access to information for all current and prospective private post-secondary students in British Columbia.



Royal British Columbia Museum Corporation

MANDATE

The Royal BC Museum (RBCM) brings British Columbia's stories together. Our collections, research and presentations enable us to tell the stories of B.C. in ways that enlighten, stimulate and inspire. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of B.C., and provides a dynamic forum for discussion and a place for reflection.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

» The RBCM strives to explain the human, natural and archival history of the province of B.C. and is the only institution in B.C. that assumes this role.

» Continue to commit to diversity in the workplace through hiring practices that recognizes diversity for front line customer service staff and co-op students.

» The RBCM presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.

» The RBCM Site is a centre of activity for locals, tourists, schoolchildren, First Nations and cultural groups and scholars.

» The RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations Office.

» The RBCM First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.

» The BC Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.

» Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

» Staff within the RBCM speak the following languages: Arabic, Cantonese, Cebuano, Dutch, German, French, Japanese, Mandarin, Polish and Spanish. A document outlining who speaks which language is accessible by all staff and assists us being able to communicate with our international visitors.

» The RBCM offers international internships to university students in various museum studies.

» The RBCM partner with First Nation's to deliver a number of school programs.

» The RBCM provides no-charge admission to all First Peoples.

HIGHLIGHTS OF INITIATIVES

» The RBCM partnered with the First Peoples' Cultural Council (FPCC) to begin developing exhibitions and presentations about First Nations languages, arts and culture. Drawing from an extensive network of community-based language specialists and cultural experts throughout the Province, FPCC is developing the exhibition content and acting as a conduit to First Nations communities. The RBCM is responsible for organizational structure, management, design and construction of the exhibition. Through a process of collaboration, the RBCM and FPCC will open Our Living Languages, an exhibition about the 34 indigenous languages in B.C. — the most linguistically diverse region in Canada.

» BC Bites and Beverages, an RBCM Public Program, hosted three experts on the native food movement in the First People's Gallery for "Rich in Food: Revitalizing Traditional Food on the Northwest Coast."

» Organized many events to commemorate Veteran's Week including seven days of free talks, activities and displays to honour those who have served and continue to serve. New this year was a special exhibit by the Chinese Canadian Military Museum, along with displays and talks from the Korean Veterans Association, and BC Aboriginal Veterans Association, demonstrating the diversity of Canadian Veterans.

» The RBCM hosted a Swap Café interactive community dialogue to commemorate International Mother Language Day on Feb. 21, 2014, to raise awareness of the many First Nations languages and dialects that make up the rich tapestry of British Columbia.

» The staffs of the RBCM speak, read and/or write English, French, German, Dutch, Spanish, Polish, Cantonese, Mandarin, Cebuano, Hindi and Arabic. This enables us to interact effectively with some of our visitors from around the World.

» In March of 2014, the RBCM acquired a 19th century album that contains some of the earliest photographs taken of First Nations in B.C. The album of photographs and pictures features mementoes of the work and travels of Col. Richard Moody, a prominent figure in colonial B.C. Once the photographs have been conserved and described, the album will be available to researchers for viewing by appointment. Ultimately, the RBCM will scan all the images and make them available for viewing online. The album has taken its place as part of the unique story of B.C.

» The RBCM continued with the family program titled "Wonder Sunday" designed for children and their parents, grandparents and/or guardians to enjoy the afternoon at the museum. The program includes opportunities for families to explore First Peoples' Life through storytelling, watching a drum-maker at work, finding out how pit-houses were built, sketching animal symbols and other activities.

» Continue to create and install information kiosks throughout the galleries to allow visitors to read information about what they are seeing, in seven different languages (English, French, Spanish, German, Japanese, Chinese and Korean).

» No Admission charge to First Nations visitors to the Royal BC Museum galleries.

» The RBCM has approximately 500 volunteers who reflect the diversity of the community. Volunteers contribute over 42,000 hours of their time and are acknowledged for their length of volunteer service, up to 35 years. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.

Transportation Investment Corporation

MANDATE

Transportation Investment Corporation (TI Corp) is the Crown corporation responsible for managing and ensuring successful delivery and implementation of the Port Mann/Highway 1 Improvement (PMH1) Project. TI Corp is also mandated to recover the capital costs of the project as well as operating and maintenance costs of the bridge and highway.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of TI Corp's core values — collaboration — embraces the diversity of its employees by combining knowledge and learning from the unique experiences of staff to achieve outcomes and organizational goals.

TI Corp values the diversity of its employees and seeks opportunities to leverage the wide range of experiences of staff in decision-making and planning initiatives.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The PMH1 Project includes construction of a new 10-lane Port Mann Bridge, 37 kilometres of highway widening from Vancouver to Langley including 30 kilometres of new high-occupancy vehicle lanes, and the replacement of nine highway interchanges.

In December 2013, PMH1 improvements west of the Port Mann Bridge opened to traffic, delivering the project's full travel time savings. Drivers are now cutting their commute times by as much as half, with many drivers saving up to an hour a day.

Throughout the 2013/2014 fiscal year, customer account registrations continued to grow with more than 750,000 TReO accounts established for more than 1.5 million cars, surpassing TI Corp's projections and industry expectations. This success can be attributed in part to TI Corp's approach to communicate with its culturally diverse customer base by providing language services for customers whose primary language or language of choice is not English.

Embracing Multiculturalism in the Workplace
As a small organization, TI Corp staff represents a diverse background of at least nine ethnic cultures. We support our employees in sharing their cultural traditions in the workplace, and believe the diversity of our staff ultimately benefits our organization and our customers in the service that we are able to provide.

HIGHLIGHTS OF INITIATIVES

TREO PUBLIC OUTREACH CAMPAIGN

In the 2013/14 fiscal year, TI Corp launched a multi-phased awareness campaign in order to provide customers with information about the PMH1 Project. In December 2013, TReO launched phase one of the campaign that included several information prints ads in Korean, Cantonese, Mandarin and Punjabi to inform customers that the low introductory toll rate would be replaced with regular toll rates effective Jan. 1, 2014.

Phase two of the campaign was launched in January 2014 to inform customers that with the opening of additional lanes west of the Port Mann Bridge, drivers would be able to save even more time. By specifically targeting these groups, TI Corp was able to ensure its entire diverse and multi-cultural customer base was aware of the change to the toll rate and was afforded the opportunity to take advantage of the time savings along the PMH1 corridor.

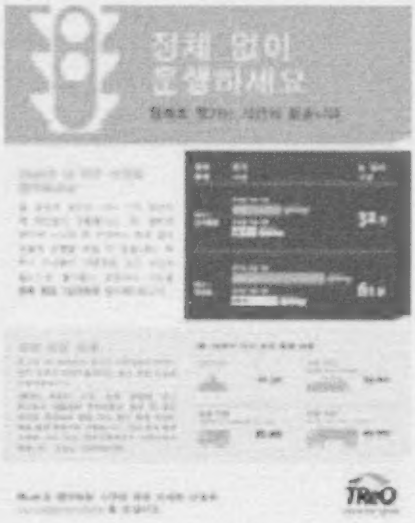
TREO OPERATIONS

Multilingual agents have also been on staff since Sept. 12, 2012, to take calls from TReO customers whose primary language, or language of choice, is not English. Multilingual service continues to be available by telephone to all our customers. To date, about 12,300 customers have been served using this channel.

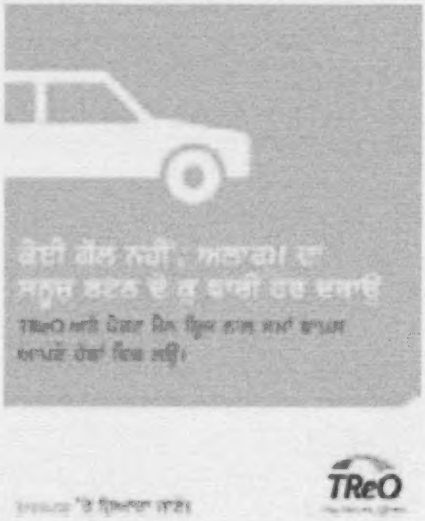
TI CORP MULTICULTURAL INITIATIVES

The PMH1 Project encompasses multiple municipalities in the Lower Mainland, as well as First Nations traditional territories. Wherever possible, TI Corp works closely with First Nations communities and incorporates traditional knowledge into the planning and design of wildlife and habitat enhancement projects along the PMH1 corridor.

TI Corp also has a practicing Carbon Action Multicultural Initiative (CAMI) Committee. The committee's mandates include recognizing and celebrating the cultural diversity of the TI Corp team through team building events and acknowledging days of awareness such as National Aboriginal Day and Canadian Multiculturalism Day.



Information print ad published in the Korean Daily and Korean Times.



Information print ad published in the Akal Guardian, Indo Canadian Times, Punjabi Tribune, Indo-Canadian Voice, Indo-Canadian Awaaz, Sach di Awaaz and Asian Star.

Chinese advertorial published in the Ming Pao, Sing Tao and World Journal.

FOR MORE INFORMATION VISIT US ONLINE:

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